

CARRIER WORKLOAD
AND PROCESSING TIME
REPORT
AUGUST 1987



U.S. Department of
Health and Human Services
Health Care Financing Administration

REPORTS

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1987:Aug.

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1987
Aug.

CARRIER WORKLOAD AND PROCESSING TIME REPORT

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FOREWORD

This report summarizes the status of carrier workloads for August 1987. The report contains tables showing workload data and selected workload performance indicators in summary form and for individual carriers.

Also included in this report are tables showing processing time data (claims processing timeliness--CPT) by type of bill. In addition, interest data on clean bills not paid within 30 days is displayed. Definitions of the terms used in the report are given in the Appendix.

Comments, suggestions, and/or questions relative to this report should be directed to:

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CARRIER CLAIM WORKLOADS AND PROCESSING TIMES

AUGUST 1987

HIGHLIGHTS

	Aug 1987	Jul 1987	Aug 1986	August 1987	
				Percent Chg from Jul 1987	Percent Chg from Aug 1986
Number of 1/					
Claims Received	27.76	30.32	24.31	-8.4	14.2
Claims Processed	28.48	30.39	26.58	-6.3	7.2
Claims Pending	8.80	9.59	14.26	-8.2	-38.3
Assignment Rate	73.9	74.1	67.8	-0.3	9.0
Electronic Media Claims 1/					
Number	8.84	9.92	6.53	-10.9	35.4
Percent Received	31.8	32.7	26.9	-2.8	18.2
Processing Time (CPT) Data					
Percent Clean Processed					
In 30 Days					
Total	98.1	97.7	-	0.4	-
Assigned					
Physician	98.1	97.8	-	0.3	-
DME	97.6	97.1	-	0.5	-
Lab	99.1	98.9	-	0.2	-
Ambulance	98.5	98.5	-	0.0	-
Other Non-Physician	98.0	98.4	-	-0.4	-
Unassigned	97.9	97.2	-	0.7	-
In 60 Days					
Total	98.7	98.7	-	0.0	-
Physician (Assigned)	98.9	98.8	-	0.1	-
Unassigned	97.9	97.4	-	1.2	-
In 90 Days					
Total	99.6	99.5	-	0.1	-
Physician (Assigned)	99.7	99.5	-	0.2	-
Unassigned	99.6	99.2	-	0.4	-
Interest 2/					
Number of Claims	363.8	459.5	-	-20.8	-
Amount Paid	\$221.4	\$199.8	-	10.8	-

1/ Numbers in millions

2/ Numbers and amounts in thousands

Executive Summary

- o The number of claims pending at the end of August 1987 was 8.8 million, a decrease of 8.2 percent from the pending at the end of July 1987, and a decrease of 38.3 percent from the pending at the end of August 1986.
- o The assignment rate, which has been increasing each month since December 1986, registered 73.9 percent in August 1987, a decrease of 0.3 percentage points from the rate for July 1987.
- o The percent of clean claims processed in 30 days or less was 98.1 percent in August 1987, representing an increase of 0.4 percentage points from July 1987.
- o Claims for which interest was paid totaled 363,750 in August 1987. This represented a decrease of 20.8 percent from the 459,457 claims in July 1987. However, carriers paid \$221,368 in interest in August. This was a 10.8 percent increase over the interest paid in July 1987 of \$199,764.
- + The decline in the number of claims on which interest was paid resulted from the improved CPT performance of carriers in August. The major effect of this improved performance was to significantly reduce the number of clean claims paid 1 to 5 days late-from 237,000 in July to 159,000 in August.
- + The increase in interest payments is a reflection of the expansion of the exposure period for interest claims. Since interest is only payable on claims received on or after April 1, 1987, the maximum age for an interest claim went from 122 days (92 days late) at the end of July to 153 days (123 days late) by the end of August.

Division of Reports and Analysis

TABLE A: SELECTED DATA ON CARRIER WORKLOADS, AUGUST 1986 - AUGUST 1987

-----Claims Processed During Month (000s)-----									
Month	Claims Received During Month (000s)	-----Including Replicates-----			-----Claims Pending (000s)-----				
		-----Claims Paid-----		Number Excluding Replicates	-----End of Month-----				
		Total Number	Percent of Total Processed		Total	Over 30 Days	Over 60 Days		
1986									
August	24,306.8	26,576.5	85.3	1,548.8	2,352.1	26,347.1	14,258.0	2,560.4	857.9
September	26,148.4	28,181.1	86.2	1,281.4	2,616.5	27,972.0	11,873.0	1,993.6	681.6
FY 1986	300,930.0	298,849.2	81.7	28,921.7	25,880.3	296,549.4	---	---	---
October	27,951.7	28,216.5	87.0	1,125.2	2,554.1	27,961.5	11,496.9	1,890.7	549.3
November	22,693.3	22,812.7	87.2	780.8	2,129.9	22,535.9	11,311.4	1,876.2	600.3
December	27,460.3	26,244.7	87.9	795.1	2,389.0	25,941.5	12,950.9	2,191.5	626.9
CY 1986	306,714.2	305,356.8	81.7	28,954.3	27,065.6	302,558.1	---	---	---
1987									
January	26,951.2	26,204.1	81.8	2,175.4	2,601.7	25,853.5	13,740.6	2,400.9	648.8
February	25,814.4	27,427.7	69.8	5,636.0	2,661.3	27,115.5	12,063.0	1,884.8	622.0
March	29,659.7	31,218.4	73.0	5,384.3	3,038.2	30,961.1	10,510.0	1,331.2	483.4
April	29,192.1	29,849.7	80.1	3,805.4	2,650.1	29,656.0	9,852.5	1,154.6	428.8
May	27,695.3	27,947.3	81.5	2,721.1	2,456.0	27,792.7	9,611.2	998.2	400.4
June	30,035.1	29,927.9	83.8	2,221.6	2,637.0	29,768.6	9,721.6	884.2	347.3
July	30,316.8	30,391.3	85.7	1,746.4	2,591.7	30,230.5	9,590.1	919.0	285.5
August	27,761.9	28,477.8	86.8	1,287.5	2,481.7	28,326.9	8,802.2	1,006.5	328.2
FY to Date	305,532.0	308,718.3	81.9	27,678.9	28,190.7	306,144.3	---	---	---

TABLE B: SELECTED CARRIER WORKLOAD INDICATORS, AUGUST 1986 - AUGUST 1987

Month	Assignment Rate	Ratio of Processed to Received	Number	Percent of Total Claims Received	Electronic Media--Assigned--Percent of Ass'd 1500s Received	HCFA-1500s--Unassigned--Percent of Unass'd 1500s Received	Replicate Claims as Percent of Total Claims Processed	Claims Investigation Rate
-----Claims Received Via Electronic Media-----								
-----Total-----				Percent of Total Claims Received	-Assigned--Percent of Ass'd 1500s Received	-Unassigned--Percent of Unass'd 1500s Received	Replicate Claims as Percent of Total Claims Processed	Claims Investigation Rate

1986								
August	67.8	109.3	6,531,669	26.9	33.5	12.9	0.9	3.4
September	69.0	107.8	7,414,677	28.4	35.0	13.7	0.7	3.5
FY 1986	68.0	99.3	75,142,583	25.0	31.1	12.0	0.8	3.4
October	68.1	100.9	7,951,303	28.4	35.3	13.8	0.9	3.7
November	68.2	100.5	6,500,655	28.6	34.9	15.3	1.2	3.6
December	68.0	95.6	8,140,853	29.6	36.6	14.9	1.2	3.5
CY 1986	68.0	99.6	81,482,480	26.6	32.9	13.1	0.9	3.5
1987								
January	68.8	97.2	7,856,889	29.2	35.8	14.5	1.3	3.6
February	70.9	106.2	7,960,158	30.8	37.1	15.6	1.1	3.6
March	72.1	105.3	8,965,596	30.2	35.8	15.7	0.8	4.4
April	73.5	102.3	9,320,565	31.9	37.4	16.7	0.6	4.6
May	73.5	100.9	8,957,413	32.3	37.9	16.9	0.6	4.0
June	73.7	99.6	9,211,938	30.7	35.5	17.1	0.5	4.4
July	74.1	100.2	9,919,351	32.7	37.7	18.4	0.5	4.3
August	73.9	102.6	8,839,481	31.8	36.8	17.8	0.5	4.5
FY to Date	71.5	101.0	93,624,198	30.6	36.5	16.0	0.8	4.0

TABLE C: NUMBER OF INQUIRIES PROCESSED, BY TYPE, AUGUST 1986 - AUGUST 1987

Month	Total Inquiries Processed				Beneficiary Inquiries Processed				Provider Inquiries Processed			
	Total	Telephone	Walk-in	Written	Total	Telephone	Walk-in	Written	Total	Telephone	Walk-in	Written
1986												
Aug	1,712,327	1,255,258	39,361	417,708	1,217,358	988,853	38,281	190,224	494,969	266,405	1,080	227,484
Sep	1,833,595	1,352,557	40,459	440,080	1,324,646	1,076,456	39,800	208,390	508,949	276,101	1,158	231,690
FY 1986	20,440,739	15,047,564	467,459	4,925,716	14,766,424	11,921,907	454,421	2,390,096	5,674,315	3,125,657	13,038	2,535,620
Oct	1,907,156	1,436,632	49,991	420,533	1,389,318	1,138,236	46,586	204,496	517,838	298,396	3,405	216,037
Nov	1,516,556	1,112,033	36,613	367,190	1,087,862	877,739	35,378	174,745	428,694	234,294	1,235	193,165
Dec	1,658,057	1,244,307	38,832	374,918	1,190,487	974,575	37,761	178,151	467,570	269,732	1,071	196,767
CY 1986	20,731,087	15,398,547	484,879	4,847,661	14,967,342	12,185,334	468,325	2,313,683	5,763,745	3,213,213	16,554	2,533,978
1987												
Jan	1,875,113	1,411,942	36,572	426,599	1,335,637	1,098,485	35,432	201,720	539,476	313,457	1,140	224,879
Feb	1,852,549	1,406,029	40,003	406,514	1,314,976	1,085,556	37,158	192,262	537,573	320,473	2,845	214,255
Mar	2,181,314	1,623,058	43,513	514,743	1,548,227	1,270,235	42,474	235,518	633,087	352,823	1,039	279,225
Apr	2,055,317	1,534,988	41,528	478,801	1,465,429	1,192,200	40,281	232,948	589,888	342,788	1,247	245,853
May	1,897,678	1,429,887	38,404	429,387	1,349,060	1,115,974	37,651	195,535	548,618	313,913	853	233,852
Jun	2,020,507	1,530,796	39,428	450,283	1,427,955	1,190,655	37,960	199,340	592,552	340,141	1,468	250,943
Jul	1,993,333	1,507,301	38,309	447,723	1,394,785	1,164,920	37,076	192,789	598,548	342,381	1,233	254,934
Aug	1,914,662	1,440,946	37,894	435,822	1,337,793	1,108,377	36,648	192,801	576,869	332,602	1,246	243,021
FY to Date	20,877,817	15,677,919	441,087	4,758,811	14,843,476	12,216,919	424,305	2,202,252	6,034,341	3,461,000	16,782	2,556,559

TABLE D: RATIO OF INQUIRIES PROCESSED TO 1,000 CLAIMS RECEIVED
AUGUST 1986 - AUGUST 1987

Month	Ratio of Total Inquiries Processed To 1,000 Claims Received			Ratio of Beneficiary Inquiries Processed To 1,000 Claims Received			Ratio of Provider Inquiries Processed To 1,000 Claims Received					
	Total	Telephone	Walk-in	Written	Total	Telephone	Walk-in	Written	Total	Telephone	Walk-in	Written
1986												
Aug	70	52	2	17	50	41	2	6	20	11	0	9
Sep	70	52	2	17	51	41	2	8	19	11	0	9
FY 1986	68	50	2	16	49	40	2	8	19	10	0	8
Oct	68	51	2	15	50	41	2	7	19	11	0	8
Nov	67	49	2	16	48	39	2	8	19	10	0	9
Dec	60	45	1	14	43	35	1	6	17	10	0	7
CY 1986	68	50	2	16	49	40	2	8	19	10	0	8
1987												
Jan	70	52	1	16	50	41	1	7	20	12	0	8
Feb	72	54	2	16	51	42	1	7	21	12	0	8
Mar	74	55	1	17	52	43	1	8	21	12	0	9
Apr	70	53	1	16	50	41	1	8	20	12	0	8
May	69	52	1	16	49	40	1	7	20	11	0	8
Jun	67	51	1	15	48	40	1	7	20	11	0	8
Jul	66	50	1	15	46	38	1	6	20	11	0	8
Aug	69	52	1	16	48	40	1	7	21	12	0	9
FY to Date	68	51	1	16	49	40	1	7	20	11	0	8

Note: Rows may not add due to rounding

TABLE E: SELECTED DATA ON MEDICAID CROSSOVER CLAIMS

AUGUST 1986 - AUGUST 1987

Month -----	Number Transferred -----	Transferred Via Electronic Media -----	
		Number -----	Percent of Total Transferred -----
1986			
August	2,637,540	1,987,441	75.4
September	2,811,886	2,157,423	76.7
FY 1986	30,432,112	21,834,381	71.7
October	2,882,868	2,266,678	78.6
November	2,312,430	1,805,039	78.1
December	2,643,211	2,063,954	78.1
CY 1986	31,132,589	23,245,786	74.7
1987			
January	2,449,211	1,958,915	80.0
February	2,630,482	2,162,560	82.2
March	2,948,257	2,403,828	81.5
April	2,892,130	2,672,217	92.4
May	2,678,831	2,468,336	92.1
June	2,734,223	2,525,666	92.4
July	2,943,409	2,920,442	99.2
August	2,752,820	2,734,787	99.3
FY to Date	29,867,872	25,982,512	87.0

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: AUGUST, 1987

CARRIER	CLAIMS RECEIVED		CLAIMS PROCESSED INCLUDING REPLICATES				TOTAL CLAIMS PENDING
	TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES	
TOTAL	27,761,939	28,477,832	24,708,617	1,287,539	2,481,676	28,326,860	8,802,240
BOSTON REGION	1,750,769	1,799,201	1,584,747	69,238	145,216	1,792,208	799,624
CONNECTICUT-TRAVELERS	394,560	421,120	371,348	16,374	33,398	420,545	216,288
MASSACHUSETTS B/S	856,157	911,276	807,317	25,273	78,686	906,509	355,466
MAINE	327,320	296,301	251,977	20,383	23,947	294,747	151,841
NEW HAMPSHIRE	148,048	134,926	117,435	8,595	8,896	134,205	68,967
VERMONT	112,761	101,665	85,015	7,322	9,328	101,056	55,064
RHODE ISLAND B/S	66,511	59,710	49,527	4,466	5,717	59,486	27,810
	172,732	170,504	154,105	7,208	9,191	170,407	76,029
NEW YORK REGION	3,543,294	3,572,969	3,104,866	126,656	341,447	3,562,517	1,391,327
NEW JERSEY-PRUDENTIAL	952,794	946,545	808,683	37,503	100,359	941,673	592,314
N.Y.-BINGHAMTON B/S	603,141	631,678	551,706	35,407	44,565	628,149	231,874
N.Y.-NEW YORK B/S	1,563,578	1,565,770	1,376,299	32,871	156,600	1,563,819	412,264
NEW YORK-GROUP HEALTH	218,326	217,193	189,104	5,755	22,334	217,193	63,606
PUERTO RICO B/S	205,455	211,783	179,074	15,120	17,589	211,683	91,269
PUERTO RICO	205,169	211,456	178,858	15,060	17,364	211,364	90,584
VIRGIN ISLANDS	286	327	216	60	51	319	285
PHILADELPHIA REGION	3,098,121	3,334,432	2,978,181	140,833	215,418	3,327,314	865,531
MARYLAND B/S	297,770	348,302	301,481	15,465	31,356	346,982	222,805
PENNSYLVANIA B/S	2,162,180	2,317,930	2,102,101	82,857	132,972	2,312,976	399,664
DELAWARE	68,613	71,208	64,134	3,181	3,893	71,112	13,884
DISTRICT OF COLUMBIA	298,218	305,163	274,482	7,311	23,370	303,055	76,015
PENNSYLVANIA	1,732,647	1,862,867	1,687,807	72,356	102,704	1,860,118	294,855
PENNSYLVANIA-LAB.	62,702	78,692	75,678	9	3,005	78,691	14,910
VIRGINIA-TRAVELERS	447,213	462,077	398,674	30,337	33,066	461,401	128,622
WEST VIRGINIA-NATIONWIDE	190,958	206,123	175,925	12,174	18,024	205,955	114,440
ATLANTA REGION	5,137,028	5,276,238	4,530,947	261,857	483,434	5,226,909	1,390,630
ALABAMA B/S	479,086	468,887	410,016	24,092	34,779	453,424	75,275
FLORIDA B/S	1,886,511	1,974,911	1,726,180	53,816	194,915	1,950,978	404,611
GEORGIA-PRUDENTIAL	579,999	512,373	432,688	26,780	52,905	511,137	252,762
KENTUCKY B/S	384,179	407,136	343,826	26,373	36,937	405,498	101,751
MISSISSIPPI-TRAVELERS	259,758	245,303	213,677	18,475	13,151	244,789	92,984
NORTH CAROLINA-PRUDENTIAL	758,319	820,970	705,716	49,880	65,374	816,665	262,247
SO. CAROLINA B/S(NON-P&E)	262,226	280,697	225,315	25,737	29,645	280,677	57,396
SO. CAROLINA B/S(P&E)	37,477	41,547	23,587	5	17,955	41,547	9,165
TENNESSEE-EQUICOR, INC.	489,473	524,414	449,942	36,699	37,773	522,194	134,439

* LESS THAN 0.05

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: AUGUST, 1987

CARRIER	CLAIMS RECEIVED	CLAIMS PROCESSED INCLUDING REPLICATES				NUMBER EXCLUDING REPLICATES	TOTAL CLAIMS PENDING
		TOTAL NUMBER	APPLIED TOWARD DEDUCTIBLE	DENIED	PAID		
CHICAGO REGION	4,722,709	4,718,242	261,440	482,210	3,974,592	4,704,413	1,656,288
ILLINOIS B/S (HCSC)	963,392	919,842	52,489	98,535	768,818	917,483	277,070
INDIANA B/S	517,437	502,103	34,857	48,403	418,843	495,104	171,058
MICHIGAN B/S	1,201,597	1,194,425	41,224	123,594	1,029,607	1,194,425	242,478
MINNESOTA B/S	139,533	142,604	16,685	13,740	112,179	142,398	24,741
MINNESOTA-TRAVELERS	159,771	169,213	7,927	16,904	144,382	168,640	53,199
OHIO-NATIONWIDE	1,202,367	1,255,412	66,766	141,632	1,047,014	1,253,308	656,786
WISCONSIN B/S	538,617	534,643	41,492	39,402	453,749	533,055	230,956
DALLAS REGION	2,514,631	2,589,122	116,657	130,997	2,341,468	2,578,028	590,279
ARKANSAS B/S	304,739	321,228	22,697	21,633	276,898	320,585	94,769
LA.-ARK. B/S	390,549	408,566	22,235	41,177	345,154	407,109	150,312
NEW MEXICO-AETNA	107,049	103,801	4,815	10,550	88,436	103,495	36,689
OKLAHOMA-AETNA	311,842	314,444	19,100	23,532	271,812	313,311	73,636
TEXAS B/S	1,400,452	1,441,083	47,810	34,105	1,359,168	1,433,528	234,873
KANSAS CITY REGION	1,344,004	1,423,056	108,393	129,460	1,185,203	1,416,420	509,201
IOWA B/S	488,762	508,356	46,776	35,784	425,796	503,411	164,380
IOWA	320,582	339,938	32,011	20,974	287,013	336,912	98,189
NEBRASKA	168,180	168,358	14,765	14,810	138,783	166,499	66,191
KANSAS B/S	213,946	203,929	14,688	13,723	175,518	203,367	64,582
MISSOURI B/S	195,502	188,464	10,557	17,691	160,216	187,546	65,935
MISSOURI-GENERAL AMERICAN	445,794	522,307	36,372	62,262	423,673	522,096	214,304
DENVER REGION	641,360	641,917	32,368	55,749	553,800	639,176	179,827
COLORADO B/S	277,676	269,138	2,392	25,499	241,247	268,518	77,178
MONTANA B/S	75,319	80,552	6,455	8,412	65,685	79,928	18,930
NORTH DAKOTA B/S	157,323	150,614	11,871	9,729	129,014	149,970	44,184
NORTH DAKOTA	81,116	77,111	5,634	4,512	66,965	76,797	21,050
SOUTH DAKOTA	76,207	73,503	6,237	5,217	62,049	73,173	23,134
UTAH B/S	104,019	113,633	8,866	9,830	94,997	112,912	24,504
WYOMING-EQUICOR, INC.	27,023	27,920	2,784	2,279	22,857	27,848	15,031
SAN FRANCISCO REGION	3,368,031	3,409,071	83,816	339,812	2,985,443	3,369,874	736,199
ARIZONA-NEVADA-AETNA	398,794	421,892	15,332	43,182	363,378	418,798	92,282
ARIZONA	317,117	333,267	12,284	34,583	286,400	330,461	67,918
NEVADA	81,677	88,625	3,048	8,599	76,978	88,337	24,364
CALIFORNIA B/S	1,347,915	1,396,826	39,380	137,582	1,219,864	1,394,494	298,796
CAL.-OCCIDENTAL (NON-P&E)	1,517,315	1,490,416	25,897	149,951	1,314,568	1,456,869	304,599
CAL.-OCCIDENTAL (P & E)	20,842	17,560	7	2,417	15,136	17,437	10,671
HAWAII-AETNA	83,165	82,377	3,200	6,680	72,497	82,276	29,851

* LESS THAN 0.05

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: AUGUST, 1987

CARRIER	CLAIMS RECEIVED		CLAIMS PROCESSED INCLUDING REPLICATES				TOTAL CLAIMS PENDING
	TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES	
SEATTLE REGION	884,941	946,887	824,968	48,636	73,283	944,489	322,533
ALASKA-OREGON-AETNA	277,608	294,601	254,230	15,830	24,541	293,637	99,327
ALASKA	10,332	10,450	8,656	453	1,341	10,404	1,249
OREGON	267,276	284,151	245,574	15,377	23,200	283,233	98,078
IDAHO-EQUICOR, INC.	83,014	86,732	72,917	7,882	5,933	86,558	45,485
WASHINGTON B/S	524,319	565,554	497,821	24,924	42,809	564,294	177,721
CLALLAM	11,537	13,178	11,783	535	860	13,177	1,460
COWLITZ	9,327	9,585	8,514	587	484	9,585	3,830
GRAYS HARBOR	9,311	10,525	9,301	660	564	10,486	2,823
KING	224,628	239,821	211,943	8,623	19,255	239,244	81,289
KITSAP	19,377	21,980	18,968	1,299	1,713	21,967	3,992
PIERCE	78,812	75,882	67,227	3,282	5,373	75,680	31,049
SKAGIT	15,732	17,578	14,978	1,154	1,446	17,562	6,536
SNOHOMISH	30,899	28,496	24,251	1,581	2,664	28,437	16,736
SPOKANE	102,098	124,963	110,425	5,676	8,862	124,620	26,564
WALLA WALLA	8,516	8,658	7,526	534	598	8,657	2,066
WHATCOM	14,082	14,888	12,905	993	990	14,879	1,376
RRB-TRAVELERS	757,051	766,697	644,402	37,645	84,650	765,512	360,801
AETNA	1,178,458	1,217,115	1,050,353	58,277	108,485	1,211,517	331,785
EQUICOR, INC.	599,510	639,066	545,716	47,365	45,985	636,600	194,955
NATIONWIDE	1,393,325	1,461,535	1,222,939	78,940	159,656	1,459,263	771,226
PRUDENTIAL	2,291,112	2,279,888	1,947,087	114,163	218,638	2,269,475	1,107,323
TRAVELERS (RRB EXCLUDED)	1,261,302	1,297,713	1,128,081	73,113	96,519	1,295,375	491,093

* LESS THAN 0.05

TABLE 1A: DAYS WORK ON HAND FOR AUGUST 1987
 BASED ON BUDGETED CLAIMS PROCESSED PER DAY

<u>Carrier</u>	<u>Days</u>
Boston Region	
Connecticut-Travelers	18.7
Massachusetts B/S	12.8
Tri-State	14.8
Rhode Island B/S	13.0
New York Region	
New Jersey-Prudential	19.4
N.Y.-Binghamton B/S	10.8
N.Y.-New York B/S	7.4
New York-Group Health	8.8
Puerto Rico B/S	13.2
Philadelphia Region	
Maryland B/S	19.4
Pennsylvania B/S	5.5
Virginia-Travelers	8.8
Atlanta Region	
Alabama B/S	5.1
Florida B/S	5.9
Georgia-Prudential	14.4
Kentucky B/S	8.2
Mississippi-Travelers	11.1
North Carolina-Prudential	11.7
South Carolina B/S	6.8
Tennessee-Equitable	8.7
Chicago Region	
Illinois B/S (HCSC)	8.7
Indiana B/S	10.2
Michigan B/S	5.9
Minnesota B/S	5.3
Minnesota-Travelers	10.0
Wisconsin B/S	13.5
Dallas Region	
Arkansas B/S	10.2
LA.-Ark. B/S	11.3
New Mexico-Aetna	10.2
Oklahoma-Aetna	7.8
Texas B/S	5.6

TABLE 1A: DAYS WORK ON HAND FOR AUGUST 1987
 BASED ON BUDGETED CLAIMS PROCESSED PER DAY

<u>Carrier</u>	<u>Days</u>
Kansas City Region	
Iowa B/S	10.2
Kansas B/S	9.2
Missouri B/S	9.7
Missouri-General American	14.5
Denver Region	
Colorado B/S	9.0
Montana B/S	8.2
North Dokota B/S	8.7
Utah B/S	7.2
Wyoming-Equitable	16.0
San Francisco Region	
Arizona-Nevada Aetna	6.3
California B/S	6.7
Calif.-Occidental	5.9
Hawaii-Aetna	10.8
Seattle Region	
Alaska-Oregon Aetna	10.8
Idaho-Equitable	17.0
Washington B/S	10.5
RRB-Travelers	15.0
Aetna	8.4
Equitable	10.2
Nationwide	17.8
Prudential	15.5
Travelers(RRB excluded)	17.4

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: AUGUST, 1987

CARRIER	ASSIGN RATE	RATIO PROC/ REC'D	CLAIMS RECEIVED VIA ELECTRONIC MEDIA				REPLICATE CLAIMS		CLAIMS INVESTIGATION RATE
			TOTAL		HCFA-1500'S		PERCENT OF TOTAL CLAIMS PROCESSED	PERCENT OF TOTAL CLAIMS PROCESSED	
			NUMBER	PERCENT OF TOTAL CLAIMS RECEIVED	ASSIGNED PERCENT OF ASS'D. 1500'S RECEIVED	UNASSIGNED PERCENT OF UNASS'D 1500'S RECEIVED			
TOTAL	73.9	102.6	8,839,481	31.8	36.8	17.8	0.5	4.5	
BOSTON REGION	85.9	102.8	411,652	23.5	26.3	6.6	0.4	4.5	
CONNECTICUT-TRAVELERS	69.3	106.7	76,761	19.5	26.7	3.1	0.1	5.7	
MASSACHUSETTS B/S	96.6	106.4	243,990	28.5	29.3	6.1	0.5	3.7	
TRI-STATE	73.9	90.5	47,757	14.6	15.5	12.0	0.5	7.3	
MAINE	81.0	91.1	13,727	9.3	11.2	0.9	0.5	7.3	
NEW HAMPSHIRE	62.0	90.2	15,160	13.4	10.7	18.0	0.6	7.5	
VERMONT	78.4	89.8	18,870	28.4	31.8	15.8	0.4	6.8	
RHODE ISLAND B/S	93.6	98.7	43,144	25.0	26.4	4.6	0.1	1.2	
NEW YORK REGION	74.5	100.8	1,001,177	28.3	36.0	5.7	0.3	5.0	
NEW JERSEY-PRUDENTIAL	62.8	99.3	241,246	25.3	37.2	5.2	0.5	2.5	
N.Y.-BINGHAMTON B/S	78.1	104.7	144,726	24.0	29.6	4.0	0.6	3.2	
N.Y.-NEW YORK B/S	77.3	100.1	530,246	33.9	41.7	7.4	0.1	6.2	
NEW YORK-GROUP HEALTH	77.2	99.5	79,842	36.6	46.5	2.9	0.0	5.6	
PUERTO RICO B/S	93.6	103.1	5,117	2.5	2.7	0.0	0.0*	11.4	
PUERTO RICO	93.6	103.1	5,117	2.5	2.7	0.0	0.0*	11.3	
VIRGIN ISLANDS	61.2	114.3	0	0.0	0.0	0.0	2.4	35.5	
PHILADELPHIA REGION	85.5	107.6	1,003,006	32.4	35.7	12.6	0.2	4.6	
MARYLAND B/S	84.0	117.0	112,177	37.7	37.2	40.1	0.4	17.6	
PENNSYLVANIA B/S	89.3	107.2	680,020	31.5	35.0	2.3	0.2	2.8	
DELAWARE	81.5	103.8	23,226	33.9	41.1	2.0	0.1	4.0	
DISTRICT OF COLUMBIA	82.3	102.3	117,189	39.3	47.5	1.3	0.7	3.6	
PENNSYLVANIA	90.4	107.5	476,903	27.5	30.2	2.6	0.1	2.6	
PENNSYLVANIA-LAB.	100.0	125.5	62,702	100.0	100.0	0.0	0.0*	2.4	
VIRGINIA-TRAVELERS	71.7	103.3	170,356	38.1	44.6	21.7	0.1	4.7	
WEST VIRGINIA-NATIONWIDE	77.7	107.9	40,453	21.2	24.1	11.0	0.1	2.5	
ATLANTA REGION	73.7	102.7	1,992,574	38.8	44.9	21.8	0.9	5.9	
ALABAMA B/S	83.2	97.9	285,264	59.5	60.5	54.6	3.3	1.5	
FLORIDA B/S	72.4	104.7	813,863	43.1	49.5	26.6	1.2	4.9	
GEORGIA-PRUDENTIAL	74.1	88.3	162,450	28.0	35.3	7.1	0.2	5.2	
KENTUCKY B/S	72.1	106.0	97,037	25.3	27.7	18.9	0.4	7.4	
MISSISSIPPI-TRAVELERS	73.9	94.4	72,970	28.1	32.4	15.8	0.2	2.2	
NORTH CAROLINA-PRUDENTIAL	75.0	108.3	283,963	37.4	47.3	7.7	0.5	14.7	
SO. CAROLINA B/S(NON-P&E)	68.6	107.0	147,395	56.2	64.8	37.5	0.0*	2.3	
SO. CAROLINA B/S(P&E)	98.6	110.9	12,398	33.1	33.4	8.0	0.0	0.5	
TENNESSEE-EQUICOR, INC.	69.1	107.1	117,234	24.0	27.5	16.0	0.4	3.6	

* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: AUGUST, 1987

CARRIER	CLAIMS RECEIVED VIA ELECTRONIC MEDIA					REPLICATE CLAIMS		
	ASSIGN RATE	RATIO PROC/ REC'D	TOTAL		HCFA-1500'S		PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE
			NUMBER	PERCENT OF TOTAL CLAIMS RECEIVED	ASSIGNED PERCENT OF ASS'D. 1500'S RECEIVED	UNASSIGNED PERCENT OF UNASS'D 1500'S RECEIVED		
CHICAGO REGION	70.8	99.9	1,795,411	38.0	41.7	29.2	0.3	3.3
ILLINOIS B/S (HCSC)	67.3	95.5	280,318	29.1	24.6	38.4	0.3	3.5
INDIANA B/S	62.7	97.0	171,690	33.2	36.4	27.7	1.4	4.2
MICHIGAN B/S	89.8	99.4	641,669	53.4	57.6	16.0	0.0	4.8
MINNESOTA B/S	46.8	102.2	67,512	48.4	49.8	47.2	0.1	6.2
MINNESOTA-TRAVELERS	61.3	105.9	90,080	56.4	62.3	47.0	0.3	2.8
OHIO-NATIONWIDE	66.4	104.4	361,557	30.1	35.8	18.7	0.2	2.3
WISCONSIN B/S	61.3	99.3	182,585	33.9	34.7	32.7	0.3	0.8
DALLAS REGION	70.1	103.0	659,411	26.2	31.9	13.0	0.4	3.8
ARKANSAS B/S	80.8	105.4	64,534	21.2	22.9	13.9	0.2	3.2
LA.-ARK. B/S	71.7	104.6	112,513	28.8	36.1	10.3	0.4	4.8
NEW MEXICO-AETNA	66.6	97.0	19,270	18.0	22.7	8.6	0.3	2.1
OKLAHOMA-AETNA	58.4	100.8	71,466	22.9	30.8	11.8	0.4	2.0
TEXAS B/S	70.3	102.9	391,628	28.0	33.8	14.3	0.5	4.1
KANSAS CITY REGION	65.7	105.9	460,820	34.3	40.5	22.4	0.5	9.0
IOWA B/S	59.0	104.0	105,114	21.5	26.8	13.9	1.0	3.2
IOWA	59.6	106.1	86,361	26.9	31.6	20.0	0.9	2.9
NEBRASKA	57.7	100.1	18,753	11.2	17.4	2.7	1.1	3.9
KANSAS B/S	78.6	95.3	79,225	37.0	39.3	28.6	0.3	4.7
MISSOURI B/S	77.6	96.4	89,583	45.8	52.0	24.4	0.5	15.7
MISSOURI-GENERAL AMERICAN	61.8	117.2	186,898	41.9	49.1	30.4	0.0*	14.0
DENVER REGION	58.5	100.1	154,457	24.1	26.5	20.7	0.4	4.6
COLORADO B/S	62.3	96.9	60,207	21.7	24.4	17.2	0.2	4.6
MONTANA B/S	51.2	106.9	16,410	21.8	17.6	26.2	0.8	8.6
NORTH DAKOTA B/S	51.1	95.7	49,876	31.7	37.5	25.6	0.4	5.2
NORTH DAKOTA	54.2	95.1	32,328	39.9	38.1	41.9	0.4	4.5
SOUTH DAKOTA	47.9	96.5	17,548	23.0	36.8	10.4	0.4	5.9
UTAH B/S	68.3	109.3	24,257	23.3	26.0	17.6	0.7	2.1
WYOMING-EQUICOR, INC.	45.2	103.3	3,707	13.7	13.7	13.7	0.3	1.5
SAN FRANCISCO REGION	75.7	101.2	1,135,150	33.7	38.6	18.6	1.1	3.3
ARIZONA-NEVADA-AETNA	68.3	105.8	97,299	24.4	31.4	9.2	0.7	1.9
ARIZONA	64.7	105.1	75,063	23.7	31.3	9.6	0.8	1.8
NEVADA	82.2	108.5	22,236	27.2	31.8	6.4	0.3	2.2
CALIFORNIA B/S	71.7	103.6	482,678	35.8	42.0	20.0	0.2	1.9
CAL.-OCCIDENTAL (NON-P&E)	80.9	98.2	527,025	34.7	38.3	19.6	2.3	4.8
CAL.-OCCIDENTAL (P & E)	99.2	84.3	9,109	43.7	44.1	0.0	0.7	18.0
HAWAII-AETNA	73.4	99.1	19,039	22.9	19.0	33.6	0.1	2.9

* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: AUGUST, 1987

CARRIER	ASSIGN RATE	RATIO PROC/ REC'D	CLAIMS RECEIVED VIA ELECTRONIC MEDIA				REPLICATE CLAIMS	PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE
			TOTAL		HCFA-1500'S				
			NUMBER	PERCENT OF TOTAL CLAIMS RECEIVED	ASSIGNED PERCENT OF ASS'D. 1500'S RECEIVED	UNASSIGNED PERCENT OF UNASS'D 1500'S RECEIVED			
SEATTLE REGION	54.4	107.0	166,349	18.8	21.7	15.4	0.3	1.6	
ALASKA-OREGON-AETNA	52.1	106.1	58,136	20.9	23.0	18.7	0.3	1.0	
ALASKA	74.8	101.1	472	4.6	6.1	0.0	0.4	1.3	
OREGON	51.2	106.3	57,664	21.6	24.0	19.0	0.3	1.0	
IDAHO-EQUICOR, INC.	42.1	104.5	18,263	22.0	20.0	23.5	0.2	2.6	
WASHINGTON B/S	57.6	107.9	89,950	17.2	21.2	11.6	0.2	1.7	
CLALLAM	39.3	114.2	336	2.9	7.1	0.2	0.0*	8.3	
COWLITZ	64.4	102.8	0	0.0	0.0	0.0	0.0	2.4	
GRAYS HARBOR	65.4	113.0	33	0.4	0.5	0.0*	0.4	1.0	
KING	56.3	106.8	48,497	21.6	28.5	12.7	0.2	0.9	
KITSAP	50.2	113.4	4,505	23.2	14.4	32.1	0.1	2.9	
PIERCE	56.2	96.3	8,116	10.3	7.3	14.1	0.3	1.3	
SKAGIT	37.6	111.7	3,057	19.4	30.9	12.5	0.1	1.0	
SNOHOMISH	53.8	92.2	2,364	7.7	11.3	3.4	0.2	6.7	
SPOKANE	68.9	122.4	18,190	17.8	23.9	4.4	0.3	1.4	
WALLA WALLA	45.7	101.7	2,674	31.4	26.4	35.6	0.0*	2.4	
WHATCOM	58.0	105.7	2,178	15.5	19.3	10.2	0.1	1.5	
RRB-TRAVELERS	71.8	101.3	59,474	7.9	10.5	1.0	0.2	2.8	
AETNA	62.1	103.3	265,210	22.5	27.7	13.9	0.5	1.8	
EQUICOR, INC.	64.3	106.6	139,204	23.2	26.4	17.5	0.4	3.4	
NATIONWIDE	68.0	104.9	402,010	28.9	34.0	18.0	0.2	2.4	
PRUDENTIAL	69.7	99.5	687,659	30.0	40.3	6.3	0.5	7.5	
TRAVELERS (RRB EXCLUDED)	70.1	102.9	410,167	32.5	38.4	18.8	0.2	4.3	

* LESS THAN 0.05

TABLE 3: TOTAL NUMBER OF INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: AUGUST, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
TOTAL	1,914,662	69	1,440,946	52	37,894	1	435,822	16
BOSTON REGION	96,820	55	73,197	42	2,349	1	21,274	12
CONNECTICUT-TRAVELERS	26,319	67	25,191	64	221	1	907	2
MASSACHUSETTS B/S	37,600	44	22,103	26	814	1	14,683	17
TRI-STATE	24,546	75	20,092	61	886	3	3,568	11
MAINE	10,905	74	9,217	62	399	3	1,289	9
NEW HAMPSHIRE	8,894	79	6,905	61	393	3	1,596	14
VERMONT	4,747	71	3,970	60	94	1	683	10
RHODE ISLAND B/S	8,355	48	5,811	34	428	2	2,116	12
NEW YORK REGION	236,118	67	200,512	57	7,595	2	28,011	8
NEW JERSEY-PRUDENTIAL	70,054	74	53,393	56	548	1	16,113	17
N.Y.-BINGHAMTON B/S	30,892	51	27,790	46	527	1	2,575	4
N.Y.-NEW YORK B/S	106,956	68	97,404	62	3,792	2	5,760	4
NEW YORK-GROUP HEALTH	18,703	86	16,154	74	244	1	2,305	11
PUERTO RICO B/S	9,513	46	5,771	28	2,484	12	1,258	6
PUERTO RICO	9,400	46	5,712	28	2,462	12	1,226	6
VIRGIN ISLANDS	113	395	59	206	22	77	32	112
PHILADELPHIA REGION	168,013	54	135,962	44	2,923	1	29,128	9
MARYLAND B/S	34,550	116	28,163	95	846	3	5,541	19
PENNSYLVANIA B/S	104,006	48	83,145	38	1,090	1	19,771	9
DELAWARE	5,384	78	3,794	55	260	4	1,330	19
DISTRICT OF COLUMBIA	21,279	71	17,501	59	633	2	3,145	11
PENNSYLVANIA	76,891	44	61,398	35	197	0*	15,296	9
PENNSYLVANIA-LAB.	452	7	452	7	0	0	0	0
VIRGINIA-TRAVELERS	20,794	46	17,503	39	919	2	2,372	5
WEST VIRGINIA-NATIONWIDE	8,663	45	7,151	37	68	0*	1,444	8
ATLANTA REGION	426,046	83	286,382	56	2,731	1	136,933	27
ALABAMA B/S	19,492	41	19,016	40	240	1	236	0*
FLORIDA B/S	222,720	118	147,323	78	730	0*	74,667	40
GEORGIA-PRUDENTIAL	35,599	61	22,060	38	235	0*	13,304	23
KENTUCKY B/S	31,325	82	17,904	47	569	1	12,852	33
MISSISSIPPI-TRAVELERS	12,482	48	11,107	43	278	1	1,097	4
NORTH CAROLINA-PRUDENTIAL	42,326	56	26,821	35	498	1	15,007	20
SO. CAROLINA B/S(NON-P&E)	18,344	70	14,518	55	129	0*	3,697	14
SO. CAROLINA B/S(P&E)	8,552	228	3,813	102	0	0	4,739	126
TENNESSEE-EQUICOR, INC.	35,206	72	23,820	49	52	0*	11,334	23

* LESS THAN ONE PER THOUSAND

TABLE 3: TOTAL NUMBER OF INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: AUGUST, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
CHICAGO REGION	246,422	52	201,729	43	4,760	1	39,933	8
ILLINOIS B/S (HCSC)								
INDIANA B/S	58,089	60	44,761	46	617	1	12,711	13
MICHIGAN B/S	31,654	61	28,895	56	423	1	2,336	5
MINNESOTA B/S	56,157	47	44,555	37	2,939	2	8,663	7
MINNESOTA-TRAVELERS	7,063	51	5,844	42	2	0*	1,217	9
OHIO-NATIONWIDE	12,685	79	11,648	73	353	2	684	4
WISCONSIN B/S	56,806	47	45,288	38	241	0*	11,277	9
	23,968	44	20,738	39	185	0*	3,045	6
DALLAS REGION								
	218,098	87	153,351	61	1,674	1	63,073	25
ARKANSAS B/S	14,255	47	11,382	37	294	1	2,579	8
LA.-ARK. B/S	24,498	63	18,798	48	344	1	5,356	14
NEW MEXICO-AETNA	10,286	96	7,893	74	262	2	2,131	20
OKLAHOMA-AETNA	21,491	69	16,773	54	608	2	4,110	13
TEXAS B/S	147,568	105	98,505	70	166	0*	48,897	35
KANSAS CITY REGION								
	104,102	77	77,949	58	1,469	1	24,684	18
IOWA B/S	40,873	84	28,831	59	48	0*	11,994	25
IOWA	25,814	81	17,878	56	48	0*	7,888	25
NEBRASKA	15,059	90	10,953	65	0	0	4,106	24
KANSAS B/S	16,836	79	9,924	46	358	2	6,554	31
MISSOURI B/S	18,204	93	13,990	72	538	3	3,676	19
MISSOURI-GENERAL AMERICAN	28,189	63	25,204	57	525	1	2,460	6
DENVER REGION								
	55,003	86	42,473	66	1,846	3	10,684	17
COLORADO B/S	26,674	96	19,225	69	555	2	6,894	25
MONTANA B/S	4,533	60	3,540	47	101	1	892	12
NORTH DAKOTA B/S	8,413	53	6,778	43	370	2	1,265	8
NORTH DAKOTA	4,420	54	3,360	41	370	5	690	9
SOUTH DAKOTA	3,993	52	3,418	45	0	0	575	8
UTAH B/S	13,101	126	10,901	105	615	6	1,585	15
WYOMING-EQUICOR, INC.	2,282	84	2,029	75	205	8	48	2
SAN FRANCISCO REGION								
	203,992	61	139,369	41	1,812	1	62,811	19
ARIZONA-NEVADA-AETNA								
ARIZONA	37,732	95	31,560	79	888	2	5,284	13
NEVADA	32,740	103	27,860	88	888	3	3,992	13
CALIFORNIA B/S	4,992	61	3,700	45	0	0	1,292	16
CAL.-OCCIDENTAL (NON-P&E)	65,602	49	50,392	37	172	0*	15,038	0
CAL.-OCCIDENTAL (P & E)	88,436	58	50,339	33	343	0*	37,754	25
HAWAII-AETNA	6,345	304	1,881	90	3	0*	4,461	214
	5,877	71	5,197	62	406	5	274	3

* LESS THAN ONE PER THOUSAND

TABLE 3: TOTAL NUMBER OF INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: AUGUST, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
SEATTLE REGION	89,568	101	73,697	83	10,615	12	5,256	6
ALASKA-OREGON-AETNA	22,358	81	20,960	76	438	2	960	3
ALASKA	894	87	854	83	0	0	40	4
OREGON	21,464	80	20,106	75	438	2	920	3
IDAHO-EQUICOR, INC.	8,031	97	6,463	78	286	3	1,282	15
WASHINGTON B/S	59,179	113	46,274	88	9,891	19	3,014	6
CLALLAM	1,405	122	986	85	402	35	17	1
COWLITZ	755	81	421	45	332	36	2	0*
GRAYS HARBOR	933	100	465	50	441	47	27	3
KING	24,690	110	20,178	90	2,556	11	1,956	9
KITSAP	4,841	250	3,762	194	796	41	283	15
PIERCE	6,438	82	5,392	68	894	11	152	2
SKAGIT	2,209	140	1,465	93	717	46	27	2
SNOHOMISH	3,885	126	2,774	90	666	22	445	14
SPOKANE	10,830	106	8,644	85	2,121	21	65	1
WALLA WALLA	1,349	158	874	103	456	54	19	2
WHATCOM	1,844	131	1,313	93	510	36	21	1
RRB-TRAVELERS	70,480	93	56,325	74	120	0*	14,035	19
AETNA	97,744	83	82,383	70	2,602	2	12,759	11
EQUICOR, INC.	45,519	76	32,312	54	543	1	12,664	21
NATIONWIDE	65,469	47	52,439	38	309	0*	12,721	9
PRUDENTIAL	147,979	65	102,274	45	1,281	1	44,424	19
TRAVELERS (RRB EXCLUDED)	72,280	57	65,449	52	1,771	1	5,060	4

* LESS THAN ONE PER THOUSAND

TABLE 4: NUMBER OF BENEFICIARY INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: AUGUST, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
TOTAL	1,337,793	48	1,108,344	40	36,648	1	192,801	7
BOSTON REGION	62,263	36	55,500	32	2,347	1	4,416	3
CONNECTICUT-TRAVELERS	22,690	58	21,837	55	221	1	632	2
MASSACHUSETTS B/S	19,477	23	16,758	20	814	1	1,905	2
TRI-STATE	15,155	46	12,406	38	886	3	1,863	6
MAINE	5,834	39	4,845	33	399	3	590	4
NEW HAMPSHIRE	6,208	55	4,877	43	393	3	938	8
VERMONT	3,113	47	2,684	40	94	1	335	5
RHODE ISLAND B/S	4,941	29	4,499	26	426	2	16	0*
NEW YORK REGION	189,379	53	164,468	46	7,196	2	17,715	5
NEW JERSEY-PRUDENTIAL	57,869	61	46,416	49	548	1	10,905	11
N.Y.-BINGHAMTON B/S	23,937	40	21,676	36	527	1	1,734	3
N.Y.-NEW YORK B/S	84,163	54	77,427	50	3,792	2	2,944	2
NEW YORK-GROUP HEALTH	15,671	72	13,812	63	234	1	1,625	7
PUERTO RICO B/S	7,739	38	5,137	25	2,095	10	507	2
PUERTO RICO	7,652	37	5,089	25	2,078	10	485	2
VIRGIN ISLANDS	87	304	48	168	17	59	22	77
PHILADELPHIA REGION	124,601	40	113,355	37	2,810	1	8,436	3
MARYLAND B/S	26,987	91	25,278	85	846	3	863	3
PENNSYLVANIA B/S	71,449	33	66,286	31	1,000	0*	4,163	2
DELAWARE	3,837	56	3,338	49	260	4	239	3
DISTRICT OF COLUMBIA	14,553	49	13,412	45	546	2	595	2
PENNSYLVANIA	52,612	30	49,089	28	194	0*	3,329	2
PENNSYLVANIA-LAB.	447	7	447	7	0	0	0	0
VIRGINIA-TRAVELERS	18,847	42	15,898	36	913	2	2,036	5
WEST VIRGINIA-NATIONWIDE	7,318	38	5,893	31	51	0*	1,374	7
ATLANTA REGION	291,871	57	232,135	45	2,703	1	57,033	11
ALABAMA B/S	10,481	22	10,181	21	238	0*	62	0*
FLORIDA B/S	160,533	85	130,683	69	730	0*	29,120	15
GEORGIA-PRUDENTIAL	23,941	41	17,875	31	232	0*	5,834	10
KENTUCKY B/S	18,534	48	13,909	36	561	1	4,064	11
MISSISSIPPI-TRAVELERS	9,057	35	8,519	33	274	1	264	1
NORTH CAROLINA-PRUDENTIAL	29,509	39	22,812	30	498	1	6,199	8
SO. CAROLINA B/S(NON-P&E)	11,224	43	10,122	39	129	0*	4,973	4
SO. CAROLINA B/S(P&E)	5,497	147	897	24	0	0	4,600	123
TENNESSEE-EQUICOR, INC.	23,095	47	17,137	35	41	0*	5,917	12

* LESS THAN ONE PER THOUSAND

TABLE 4: NUMBER OF BENEFICIARY INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: AUGUST, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
CHICAGO REGION	190,172	40	152,090	32	4,701	1	33,381	7
ILLINOIS B/S (HCSC)	49,879	52	37,570	39	615	1	11,694	12
INDIANA B/S	22,768	44	21,090	41	423	1	1,255	2
MICHIGAN B/S	35,033	29	25,236	21	2,939	2	6,858	6
MINNESOTA B/S	4,172	30	3,682	26	2	0*	488	3
MINNESOTA-TRAVELERS	10,380	65	9,546	60	353	2	481	3
OHIO-NATIONWIDE	50,468	42	39,220	33	190	0*	11,058	9
WISCONSIN B/S	17,472	32	15,746	29	179	0*	1,547	3
DALLAS REGION	132,705	53	105,535	42	1,639	1	25,531	10
ARKANSAS B/S	10,474	34	9,280	30	286	1	908	3
LA.-ARK. B/S	15,611	40	13,125	34	344	1	2,142	5
NEW MEXICO-AETNA	7,327	68	5,894	55	257	2	1,176	11
OKLAHOMA-AETNA	16,535	53	13,208	42	603	2	2,724	9
TEXAS B/S	82,758	59	64,028	46	149	0*	18,581	13
KANSAS CITY REGION	67,839	50	58,051	43	1,469	1	8,319	6
IOWA B/S	24,244	50	21,065	43	48	0*	3,131	6
IOWA	15,079	47	13,063	41	48	0*	1,968	6
NEBRASKA	9,165	54	8,002	48	0	0	1,163	7
KANSAS B/S	4,932	23	2,580	12	358	2	1,994	9
MISSOURI B/S	13,886	71	11,756	60	538	3	1,592	8
MISSOURI-GENERAL AMERICAN	24,777	56	22,650	51	525	1	1,602	4
DENVER REGION	35,200	55	29,240	46	1,843	3	4,117	6
COLORADO B/S	16,481	59	13,706	49	555	2	2,220	8
MONTANA B/S	3,046	40	2,560	34	98	1	388	5
NORTH DAKOTA B/S	4,998	32	4,088	26	370	2	540	3
NORTH DAKOTA	2,740	34	2,097	26	273	5	273	3
SOUTH DAKOTA	2,258	30	1,991	26	0	0	267	4
UTAH B/S	9,146	88	7,587	73	615	6	944	9
WYOMING-EQUICOR, INC.	1,529	57	1,299	48	205	8	25	1
SAN FRANCISCO REGION	131,719	39	106,107	32	1,645	0*	23,967	7
ARIZONA-NEVADA-AETNA	31,118	78	26,731	67	792	2	3,595	9
ARIZONA	27,492	87	23,615	74	792	2	3,085	10
NEVADA	3,626	44	3,116	38	0	0	510	6
CALIFORNIA B/S	45,520	34	41,322	31	172	0*	4,026	3
CAL.-OCCIDENTAL (NON-P&E)	50,229	33	33,878	22	317	0*	16,034	11
CAL.-OCCIDENTAL (P & E)	190	9	56	3	0	0	134	6
HAWAII-AETNA	4,662	56	4,120	50	364	4	178	2

TABLE 4: NUMBER OF BENEFICIARY INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: AUGUST, 1987

CARRIER	TOTAL			TELEPHONE			WALK-IN			WRITTEN		
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED		NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED		NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED		NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	
SEATTLE REGION	66,963	76		53,326	60		10,175	11		3,462	4	
ALASKA-OREGON-AETNA	14,981	54		14,091	51		320	1		570	2	
ALASKA	528	51		511	49		0	0		17	2	
OREGON	14,453	54		13,580	51		320	1		553	2	
IDAHO-EQUICOR, INC.	5,600	67		4,195	51		286	3		1,119	13	
WASHINGTON B/S	46,382	88		35,040	67		9,569	18		1,773	3	
CLALLAM	1,022	89		661	57		349	30		12	1	
COWLITZ	753	81		419	45		332	36		2	0*	
GRAYS HARBOR	842	90		387	42		441	47		14	2	
KING	20,476	91		17,088	76		2,467	11		921	4	
KITSAP	3,507	181		2,441	126		794	41		272	14	
PIERCE	5,289	67		4,293	54		894	11		102	1	
SKAGIT	1,573	100		846	54		714	45		13	1	
SNOHOMISH	3,079	100		2,040	66		666	22		373	12	
SPOKANE	7,587	74		5,514	54		2,038	20		35	0*	
WALLA WALLA	1,007	118		626	74		367	43		14	2	
WHATCOM	1,247	89		725	51		507	36		15	1	
RRB-TRAVELERS	45,081	60		38,537	51		120	0*		6,424	8	
AETNA	74,623	63		64,044	54		2,336	2		8,243	7	
EQUICOR, INC.	30,224	50		22,631	38		532	1		7,061	12	
NATIONWIDE	57,786	41		45,113	32		241	0*		12,432	9	
PRUDENTIAL	111,319	49		87,103	38		1,278	1		22,938	10	
TRAVELERS (RRB EXCLUDED)	60,974	48		55,800	44		1,761	1		3,413	3	

TABLE 5: NUMBER OF PROVIDER INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: AUGUST, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
TOTAL	576,869	21	332,602	12	1,246	0*	243,021	9
BOSTON REGION	34,557	20	17,697	10	2	0*	16,858	10
CONNECTICUT-TRAVELERS	3,629	9	3,354	9	0	0	275	1
MASSACHUSETTS B/S	18,123	21	5,345	6	0	0	12,778	15
TRI-STATE	9,391	29	7,686	23	0	0	1,705	5
MAINE	5,071	34	4,372	30	0	0	699	5
NEW HAMPSHIRE	2,686	24	2,028	18	0	0	658	6
VERMONT	1,634	25	1,286	19	0	0	348	5
RHODE ISLAND B/S	3,414	20	1,312	8	2	0*	2,100	12
NEW YORK REGION	46,739	13	36,044	10	399	0*	10,296	3
NEW JERSEY-PRUDENTIAL	12,185	13	6,977	7	0	0	5,208	5
N.Y.-BINGHAMTON B/S	6,955	12	6,114	10	0	0	841	1
N.Y.-NEW YORK B/S	22,793	15	19,977	13	0	0	2,816	2
NEW YORK-GROUP HEALTH	3,032	14	2,342	11	10	0*	680	3
PUERTO RICO B/S	1,774	9	634	3	389	2	751	4
PUERTO RICO	1,748	9	623	3	384	2	741	4
VIRGIN ISLANDS	26	91	11	38	5	17	10	35
PHILADELPHIA REGION	43,412	14	22,607	7	113	0*	20,692	7
MARYLAND B/S	7,563	25	2,885	10	0	0	4,678	16
PENNSYLVANIA B/S	32,557	15	16,859	8	90	0*	15,608	7
DELAWARE	1,547	23	456	7	0	0	1,091	16
DISTRICT OF COLUMBIA	6,726	23	4,089	14	87	0*	2,550	9
PENNSYLVANIA	24,279	14	12,309	7	3	0*	11,967	7
PENNSYLVANIA-LAB.	5	0*	5	0*	0	0	0	0
VIRGINIA-TRAVELERS	1,947	4	1,605	4	6	0*	336	1
WEST VIRGINIA-NATIONWIDE	1,345	7	1,258	7	17	0*	70	0*
ATLANTA REGION	134,175	26	54,247	11	28	0*	79,900	16
ALABAMA B/S	9,011	19	8,835	18	2	0*	174	0*
FLORIDA B/S	62,187	33	16,640	9	0	0	45,547	24
GEORGIA-PRUDENTIAL	11,658	20	4,185	7	3	0*	7,470	13
KENTUCKY B/S	12,791	33	3,995	10	8	0*	8,788	23
MISSISSIPPI-TRAVELERS	3,425	13	2,588	10	4	0*	833	3
NORTH CAROLINA-PRUDENTIAL	12,817	17	4,009	5	0	0	8,808	12
SO. CAROLINA B/S(NON-P&E)	7,120	27	4,396	17	0	0	2,724	10
SO. CAROLINA B/S(P&E)	3,055	82	2,916	78	0	0	139	4
TENNESSEE-EQUICOR, INC.	12,111	25	6,683	14	11	0*	5,417	11

* LESS THAN ONE PER THOUSAND

TABLE 5: NUMBER OF PROVIDER INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: AUGUST, 1987

CARRIER	TOTAL			TELEPHONE			WALK-IN			WRITTEN		
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER
CHICAGO REGION	56,250	12		49,639	11		59	0*	6,552		1	
ILLINOIS B/S (HCSC)	8,210	9		7,191	7		2	0*	1,017		1	
INDIANA B/S	8,886	17		7,805	15		0	0	1,081		2	
MICHIGAN B/S	21,124	18		19,319	16		0	0	1,805		2	
MINNESOTA B/S	2,891	21		2,162	15		0	0	729		5	
MINNESOTA-TRAVELERS	2,305	14		2,102	13		0	0	203		1	
OHIO-NATIONWIDE	6,338	5		6,068	5		51	0*	219		0*	
WISCONSIN B/S	6,496	12		4,992	9		6	0*	1,498		3	
DALLAS REGION	85,393	34		47,816	19		35	0*	37,542		15	
ARKANSAS B/S	3,781	12		2,102	7		8	0*	1,671		5	
LA.-ARK. B/S	8,887	23		5,673	15		0	0	3,214		8	
NEW MEXICO-AETNA	2,959	28		1,999	19		5	0*	955		9	
OKLAHOMA-AETNA	4,956	16		3,565	11		5	0*	1,386		4	
TEXAS B/S	64,810	46		34,477	25		17	0*	30,316		22	
KANSAS CITY REGION	36,263	27		19,898	15		0	0	16,365		12	
IOWA B/S	16,629	34		7,766	16		0	0	8,863		18	
IOWA	10,735	33		4,815	15		0	0	5,920		18	
NEBRASKA	5,894	35		2,951	18		0	0	2,943		17	
KANSAS B/S	11,904	56		7,344	34		0	0	4,560		21	
MISSOURI B/S	4,318	22		2,234	11		0	0	2,084		11	
MISSOURI-GENERAL AMERICAN	3,412	8		2,554	6		0	0	858		2	
DENVER REGION	19,803	31		13,233	21		3	0*	6,567		10	
COLORADO B/S	10,193	37		5,519	20		0	0	4,674		17	
MONTANA B/S	1,487	20		980	13		3	0*	504		7	
NORTH DAKOTA B/S	3,415	22		2,690	17		0	0	725		5	
NORTH DAKOTA	1,680	21		1,263	16		0	0	417		5	
SOUTH DAKOTA	1,735	23		1,427	19		0	0	308		4	
UTAH B/S	3,955	38		3,314	32		0	0	641		6	
WYOMING-EQUICOR, INC.	753	28		730	27		0	0	23		1	
SAN FRANCISCO REGION	72,273	21		33,262	10		167	0*	38,844		12	
ARIZONA-NEVADA-AETNA	6,614	17		4,829	12		96	0*	1,689		4	
ARIZONA	5,248	17		4,245	13		96	0*	907		3	
NEVADA	1,366	17		584	7		0	0	782		10	
CALIFORNIA B/S	20,082	15		9,070	7		0	0	11,012		8	
CAL.-OCCIDENTAL (NON-P&E)	38,207	25		16,461	11		26	0*	21,720		14	
CAL.-OCCIDENTAL (P & E)	6,155	295		1,825	88		3	0*	4,327		208	
HAWAII-AETNA	1,215	15		1,077	13		42	1	96		1	

TABLE 5: NUMBER OF PROVIDER INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED; AUGUST, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
SEATTLE REGION	22,605	26	20,371	23	440	0*	1,794	2
ALASKA-OREGON-AETNA								
ALASKA	7,377	27	6,869	25	118	0*	390	1
OREGON	7,366	35	343	33	0	0	23	2
IDAHO-EQUICOR, INC.	7,011	26	6,526	24	118	0*	367	1
WASHINGTON B/S	2,431	29	2,268	27	0	0	163	2
CLALLAM	12,797	24	11,234	21	322	1	1,241	2
COWLITZ	383	33	325	28	53	5	5	0*
GRAYS HARBOR	2	0*	2	0*	0	0	0	0
KING	91	10	78	8	0	0	13	1
KITSAP	4,214	19	3,090	14	89	0*	1,035	5
PIERCE	1,334	69	1,321	68	2	0*	11	1
SKAGIT	1,149	15	1,099	14	0	0	50	1
SNOHOMISH	636	40	619	39	3	0*	14	1
SPOKANE	806	26	734	24	0	0	72	2
WALLA WALLA	3,243	32	3,130	31	83	1	30	0*
WHATCOM	342	40	248	29	89	10	5	1
	597	42	588	42	3	0*	6	0*
RRB-TRAVELERS	25,399	34	17,788	23	0	0	7,611	10
AETNA								
EQUICOR, INC.	23,121	20	18,339	16	266	0*	4,516	4
NATIONWIDE	15,295	26	9,681	16	11	0*	5,603	9
PRUDENTIAL	7,683	6	7,326	5	68	0*	289	0*
TRAVELERS (RRB EXCLUDED)	36,660	16	15,171	7	3	0*	21,486	9
	11,306	9	9,649	8	10	0*	1,647	1

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TABLE 6: SELECTED DATA ON MEDICAID CROSSOVER CLAIMS: AUGUST, 1987

CARRIER	NUMBER TRANSFERRED	TRANSFERRED VIA ELECTRONIC MEDIA	
		NUMBER	PERCENT OF TOTAL TRANSFERRED
TOTAL	2,752,820	2,734,787	99.3
BOSTON REGION	254,467	242,939	95.5
CONNECTICUT-TRAVELERS	22,919	22,919	100.0
MASSACHUSETTS B/S	179,450	179,450	100.0
MASSACHUSETTS	40,570	40,570	100.0
TRI-STATE	22,799	22,799	100.0
MAINE	9,986	9,986	100.0
NEW HAMPSHIRE	7,785	7,785	100.0
VERMONT	11,528	0	0.0
RHODE ISLAND B/S	96,747	96,747	100.0
NEW YORK REGION	96,746	96,746	100.0
NEW JERSEY-PRUDENTIAL	0	0	0.0
N.Y.-BINGHAMTON B/S	0	0	0.0
N.Y.-NEW YORK B/S	0	0	0.0
NEW YORK-GROUP HEALTH	0	0	0.0
PUERTO RICO B/S	1	1	100.0
PUERTO RICO	1	1	100.0
VIRGIN ISLANDS	0	0	0.0
PHILADELPHIA REGION	145,266	145,266	100.0
MARYLAND B/S	37,152	37,152	100.0
PENNSYLVANIA B/S	35,349	35,349	100.0
DELAWARE	0	0	0.0
DISTRICT OF COLUMBIA	35,349	35,349	100.0
PENNSYLVANIA	0	0	0.0
PENNSYLVANIA-LAB.	0	0	0.0
VIRGINIA-TRAVELERS	72,765	72,765	100.0
WEST VIRGINIA-NATIONWIDE	0	0	0.0
ATLANTA REGION	715,069	715,069	100.0
ALABAMA B/S	52,612	52,612	100.0
FLORIDA B/S	198,706	198,706	100.0
GEORGIA-PRUDENTIAL	108,731	108,731	100.0
KENTUCKY B/S	51,764	51,764	100.0
MISSISSIPPI-TRAVELERS	57,304	57,304	100.0
NORTH CAROLINA-PRUDENTIAL	68,420	68,420	100.0
SO. CAROLINA B/S(NON-P&E)	60,712	60,712	100.0
SO. CAROLINA B/S(P&E)	738	738	100.0
TENNESSEE-EQUICOR, INC.	116,082	116,082	100.0

TABLE 6: SELECTED DATA ON MEDICAID CROSSOVER CLAIMS: AUGUST, 1987

CARRIER	NUMBER TRANSFERRED	TRANSFERRED VIA ELECTRONIC MEDIA	
		NUMBER	PERCENT OF TOTAL TRANSFERRED
CHICAGO REGION	261,290	261,290	100.0
ILLINOIS B/S (HCSC)	0	0	0.0
INDIANA B/S	46,999	46,999	100.0
MICHIGAN B/S	0	0	0.0
MINNESOTA B/S	21,376	21,376	100.0
MINNESOTA-TRAVELERS	22,534	22,534	100.0
OHIO-NATIONWIDE	112,364	112,364	100.0
WISCONSIN B/S	58,017	58,017	100.0
DALLAS REGION	436,562	436,562	100.0
ARKANSAS B/S	54,454	54,454	100.0
LA.-ARK. B/S	111,665	111,665	100.0
NEW MEXICO-AETNA	15,993	15,993	100.0
OKLAHOMA-AETNA	39,802	39,802	100.0
TEXAS B/S	214,648	214,648	100.0
KANSAS CITY REGION	113,713	113,713	100.0
IOWA B/S	38,377	38,377	100.0
IOWA	25,392	25,392	100.0
NEBRASKA	12,985	12,985	100.0
KANSAS B/S	10,970	10,970	100.0
MISSOURI B/S	15,556	15,556	100.0
MISSOURI-GENERAL AMERICAN	48,810	48,810	100.0
DENVER REGION	76,136	69,631	91.5
COLORADO B/S	27,419	27,419	100.0
MONTANA B/S	6,869	6,869	100.0
NORTH DAKOTA B/S	34,384	34,384	100.0
NORTH DAKOTA	9,605	9,605	100.0
SOUTH DAKOTA	24,779	24,779	100.0
UTAH B/S	7,464	959	12.8
WYOMING-EQUICOR, INC.	0	0	0.0
SAN FRANCISCO REGION	593,759	593,759	100.0
ARIZONA-NEVADA-AETNA	0	0	0.0
ARIZONA	0	0	0.0
NEVADA	0	0	0.0
CALIFORNIA B/S	359,618	359,618	100.0
CAL.-OCCIDENTAL (NON-P&E)	222,971	222,971	100.0
CAL.-OCCIDENTAL (P & E)	2,935	2,935	100.0
HAWAII-AETNA	8,235	8,235	100.0

TABLE 6: SELECTED DATA ON MEDICAID CROSSOVER CLAIMS: AUGUST, 1987

CARRIER	NUMBER TRANSFERRED	TRANSFERRED VIA ELECTRONIC MEDIA	
		NUMBER	PERCENT OF TOTAL TRANSFERRED
SEATTLE REGION	58,311	58,311	100.0
ALASKA-OREGON-AETNA	0	0	0.0
ALASKA	0	0	0.0
OREGON	0	0	0.0
IDAHO-EQUICOR, INC.	10,193	10,193	100.0
WASHINGTON B/S	48,118	48,118	100.0
CLALLAM	877	877	100.0
COWLITZ	940	940	100.0
GRAYS HARBOR	1,069	1,069	100.0
KING	18,938	18,938	100.0
KITSAP	1,631	1,631	100.0
PIERCE	7,115	7,115	100.0
SKAGIT	1,139	1,139	100.0
SNOHOMISH	2,898	2,898	100.0
SPOKANE	11,618	11,618	100.0
WALLA WALLA	600	600	100.0
WHATCOM	1,293	1,293	100.0
RRB-TRAVELERS	1,500	1,500	100.0
AETNA	64,030	64,030	100.0
EQUICOR, INC.	126,275	126,275	100.0
NATIONWIDE	112,364	112,364	100.0
PRUDENTIAL	273,897	273,897	100.0
TRAVELERS (RRB EXCLUDED)	175,522	175,522	100.0

Table 7: CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR ALL CLAIMS FOR AUGUST, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED		
	NUMBER	60 DAYS	PERCENT IN	NUMBER	OF TOTAL	PERCENT IN 30 DAYS
TOTAL	28,653,579	98.7	99.6	26,359,171	92.0	98.1
BOSTON REGION	1,710,812	97.1	98.7	1,596,479	93.3	94.9
CONNECTICUT-TRAVELERS	423,335	97.4	99.0	397,061	93.8	89.9
MASSACHUSETTS B/S	843,002	96.9	98.7	789,977	93.7	96.4
TRI-STATE	279,684	96.0	98.0	255,217	91.3	96.9
MAINE	122,084	98.1	98.4	111,772	91.6	96.6
NEW HAMPSHIRE	100,911	95.6	97.9	91,112	90.3	97.0
VERMONT	56,689	96.1	98.0	52,333	92.3	97.3
RHODE ISLAND B/S	164,791	99.1	99.5	154,224	93.6	96.2
NEW YORK REGION	3,687,161	98.8	99.7	3,469,636	94.1	98.6
NEW JERSEY-PRUDENTIAL	949,725	98.8	99.6	888,196	93.5	96.1
N.Y.-BINGHAMTON B/S	615,719	99.2	99.8	580,255	94.2	99.4
N.Y.-NEW YORK B/S	1,657,924	99.1	99.7	1,572,091	94.8	99.5
NEW YORK-GROUP HEALTH	212,710	99.9	99.9	200,747	94.4	98.8
PUERTO RICO B/S	251,083	95.6	99.0	228,347	90.9	99.4
PUERTO RICO	250,631	95.6	99.0	227,952	91.0	99.4
VIRGIN ISLANDS	452	94.5	99.8	395	87.4	98.0
PHILADELPHIA REGION	3,402,018	98.0	99.4	2,987,612	87.8	97.6
MARYLAND B/S	363,237	96.6	98.9	311,712	85.8	93.8
PENNSYLVANIA B/S	2,368,450	98.0	99.4	2,039,864	86.1	98.6
DELAWARE	71,389	97.6	99.5	58,631	82.1	99.3
DISTRICT OF COLUMBIA	306,241	96.3	98.8	237,972	77.7	97.9
PENNSYLVANIA	1,911,232	98.3	99.5	1,692,135	88.5	98.7
PENNSYLVANIA-LAB.	79,588	99.0	99.6	51,126	64.2	100.0
VIRGINIA-TRAVELERS	478,670	99.3	99.8	455,998	95.3	98.1
WEST VIRGINIA-NATIONWIDE	191,661	97.0	98.6	180,038	93.9	90.4
ATLANTA REGION	5,291,534	98.7	99.7	4,815,276	91.0	99.1
ALABAMA B/S	410,628	99.7	99.9	389,090	94.8	99.3
FLORIDA B/S	1,968,019	98.2	99.7	1,802,196	91.6	99.4
GEORGIA-PRUDENTIAL	515,528	99.2	99.9	489,157	94.9	99.2
KENTUCKY B/S	394,073	98.2	99.4	321,946	81.7	98.8
MISSISSIPPI-TRAVELERS	245,876	99.3	99.9	239,174	97.3	97.8
NORTH CAROLINA-PRUDENTIAL	824,172	99.6	99.9	704,334	85.5	99.4
SO. CAROLINA B/S(NON-P&E)	281,275	98.0	99.6	273,544	97.3	95.4
SO. CAROLINA B/S(P&E)	41,657	98.5	99.8	39,848	95.7	99.6
TENNESSEE-EQUICOR, INC.	610,306	98.5	99.5	555,987	91.1	99.8

Table 7: CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR ALL CLAIMS FOR AUGUST, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED		
	NUMBER	60 DAYS	IN PERCENT	NUMBER	OF TOTAL	IN 30 DAYS
CHICAGO REGION	4,504,142	99.3	99.8	4,310,247	95.7	96.6
ILLINOIS B/S (HCSC)	842,812	99.9	100.0	826,171	98.0	98.6
INDIANA B/S	479,422	99.2	99.9	451,878	94.3	99.8
MICHIGAN B/S	1,134,297	99.7	99.9	1,077,413	95.0	99.5
MINNESOTA B/S	149,986	99.9	100.0	140,744	93.8	99.9
MINNESOTA-TRAVELERS	168,742	99.1	99.9	162,452	96.3	98.6
OHIO-NATIONWIDE	1,194,240	98.3	99.5	1,136,763	95.2	90.3
WISCONSIN B/S	534,643	99.6	99.9	514,826	96.3	96.6
DALLAS REGION	2,573,727	99.4	99.9	2,368,607	92.0	99.7
ARKANSAS B/S	318,914	99.6	99.9	300,728	94.3	99.9
LA.-ARK. B/S	414,471	98.9	99.9	380,241	91.7	99.6
NEW MEXICO-AETNA	106,671	99.1	99.8	80,570	75.5	99.4
OKLAHOMA-AETNA	292,483	99.6	100.0	256,164	87.6	99.7
TEXAS B/S	1,441,188	99.5	100.0	1,350,904	93.7	99.8
KANSAS CITY REGION	1,378,218	97.8	99.4	1,261,369	91.5	98.8
IOWA B/S	508,164	99.3	99.9	483,656	95.2	99.3
IOWA	340,973	99.4	99.9	325,818	95.6	99.4
NEBRASKA	167,191	99.1	99.8	157,838	94.4	99.1
KANSAS B/S	203,698	99.5	100.0	194,507	95.5	99.1
MISSOURI B/S	188,464	98.6	99.6	172,795	91.7	99.1
MISSOURI-GENERAL AMERICAN	477,892	95.2	98.6	410,411	85.9	97.8
DENVER REGION	623,504	98.4	99.3	561,004	90.0	99.0
COLORADO B/S	255,333	97.6	99.0	233,888	91.6	98.2
MONTANA B/S	80,552	97.6	98.8	67,614	83.9	99.4
NORTH DAKOTA B/S	143,004	99.7	100.0	134,745	94.2	99.4
NORTH DAKOTA	72,858	99.8	100.0	69,050	94.8	99.3
SOUTH DAKOTA	70,146	99.7	100.0	65,695	93.7	99.6
UTAH B/S	113,693	99.0	99.3	98,828	86.9	99.8
WYOMING-EQUICOR, INC.	30,922	98.1	99.4	25,929	83.9	99.9
SAN FRANCISCO REGION	3,777,103	99.1	99.7	3,441,320	91.1	98.8
ARIZONA-NEVADA-AETNA	425,293	99.2	99.8	318,285	74.8	98.9
ARIZONA	334,447	99.3	99.8	244,272	73.0	99.5
NEVADA	90,846	98.7	99.7	74,013	81.5	97.1
CALIFORNIA B/S	1,806,039	99.0	99.8	1,663,146	92.1	98.9
CAL.-OCCIDENTAL (NON-P&E)	1,442,179	99.2	99.6	1,379,287	95.6	98.7
CAL.-OCCIDENTAL (P & E)	16,823	99.2	99.9	13,484	80.2	99.5
HAWAII-AETNA	86,769	98.7	99.9	67,118	77.4	98.6

Table 7: CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR ALL CLAIMS FOR AUGUST, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT		IN	NUMBER	PERCENT		IN
		60 DAYS	90 DAYS			OF TOTAL	30 DAYS	
SEATTLE REGION	952,102	99.2	99.8	819,666	86.1	99.0	99.0	
ALASKA-OREGON-AETNA	288,126	99.8	100.0	249,722	86.7	99.2	99.2	
ALASKA	10,738	99.7	99.9	8,528	79.4	99.8	99.8	
OREGON	277,388	99.8	100.0	241,194	87.0	99.1	99.1	
IDAHO-EQUICOR, INC.	98,422	98.9	99.6	90,337	91.8	99.2	99.2	
WASHINGTON B/S	565,554	98.9	99.8	479,607	84.8	98.8	98.8	
CLALLAM	13,178	100.0	100.0	12,299	93.3	100.0	100.0	
COWLITZ	9,585	97.3	99.2	8,024	83.7	98.9	98.9	
GRAYS HARBOR	10,525	99.2	99.9	8,603	81.7	99.1	99.1	
KING	239,821	99.0	99.8	199,099	83.0	97.5	97.5	
KITSAP	21,980	98.6	99.8	17,426	79.3	99.9	99.9	
PIERCE	75,882	98.9	99.9	67,362	88.8	99.7	99.7	
SKAGIT	17,578	99.3	100.0	15,960	90.8	99.8	99.8	
SNOHOMISH	28,496	97.5	99.2	22,559	79.2	99.9	99.9	
SPOKANE	124,963	99.0	99.9	107,669	86.2	99.9	99.9	
WALLA WALLA	8,658	99.1	99.8	7,433	85.9	99.9	99.9	
WHATCOM	14,888	99.3	99.8	13,173	88.5	100.0	100.0	
RRB-TRAVELERS	753,258	99.7	100.0	727,955	96.6	98.1	98.1	
AETNA	1,199,342	99.4	99.9	971,859	81.0	99.2	99.2	
EQUICOR, INC.	739,650	98.5	99.5	672,253	90.9	99.7	99.7	
NATIONWIDE	1,385,901	98.2	99.4	1,316,801	95.0	90.3	90.3	
PRUDENTIAL	2,289,425	99.2	99.8	2,081,687	90.9	97.9	97.9	
TRAVELERS (RRB EXCLUDED)	1,316,623	98.7	99.6	1,254,685	95.3	95.5	95.5	

Table 8: CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR ASSIGNED PHYSICIAN CLAIMS FOR AUGUST, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED		
	NUMBER	60 DAYS PERCENT	90 DAYS PERCENT	NUMBER	OF TOTAL	IN 30 DAYS
TOTAL	16,540,528	98.9	99.7	15,396,860	93.1	98.1
BOSTON REGION	1,190,345	97.5	98.8	1,121,621	94.2	95.3
CONNECTICUT-TRAVELERS	217,348	97.7	99.1	206,463	95.0	89.2
MASSACHUSETTS B/S	667,921	97.2	98.8	630,333	94.4	96.8
TRI-STATE	177,101	96.8	98.3	164,983	93.2	96.9
MAINE	86,273	96.9	98.3	80,065	92.8	96.5
NEW HAMPSHIRE	50,767	96.5	98.2	47,166	92.9	97.0
VERMONT	40,061	97.0	98.3	37,752	94.2	97.6
RHODE ISLAND B/S	127,975	99.1	99.5	119,842	93.6	95.7
NEW YORK REGION	2,163,620	99.0	99.7	2,047,191	94.6	98.7
NEW JERSEY-PRUDENTIAL	424,009	99.1	99.5	392,029	92.5	95.5
N.Y.-BINGHAMTON B/S	397,955	99.5	99.8	380,734	95.7	99.4
N.Y.-NEW YORK B/S	1,025,723	99.4	99.8	981,341	95.7	99.5
NEW YORK-GROUP HEALTH	134,253	99.3	99.8	126,552	94.3	98.8
PUERTO RICO B/S	181,680	95.8	99.1	166,535	91.7	99.4
PUERTO RICO	181,501	95.8	99.1	166,376	91.7	99.4
VIRGIN ISLANDS	179	94.4	99.4	159	88.8	99.4
PHILADELPHIA REGION	2,339,685	98.1	99.4	2,075,961	88.7	97.7
MARYLAND B/S	244,037	96.8	99.0	210,022	86.1	94.1
PENNSYLVANIA B/S	1,640,246	98.1	99.5	1,431,572	87.3	98.7
DELAWARE	41,880	97.4	99.6	34,463	82.3	99.2
DISTRICT OF COLUMBIA	181,458	95.7	98.7	138,727	76.5	97.5
PENNSYLVANIA	1,416,908	98.4	99.6	1,258,382	88.8	98.9
PENNSYLVANIA-LAB.	0	0.0	0.0	0	0.0	0
VIRGINIA-TRAVELERS	326,207	99.4	99.8	312,260	95.7	98.3
WEST VIRGINIA-NATIONWIDE	129,195	97.2	98.5	122,107	94.5	90.0
ATLANTA REGION	2,922,503	98.8	99.7	2,698,785	92.3	99.1
ALABAMA B/S	293,915	99.8	99.9	282,425	96.1	99.2
FLORIDA B/S	1,102,969	98.4	99.7	1,026,528	93.1	99.5
GEORGIA-PRUDENTIAL	279,521	99.2	99.9	266,474	95.3	99.1
KENTUCKY B/S	210,584	98.5	99.4	174,783	83.0	99.1
MISSISSIPPI-TRAVELERS	160,006	99.5	99.9	157,041	98.1	97.6
NORTH CAROLINA-PRUDENTIAL	350,429	99.7	99.9	294,814	84.1	99.3
SO. CAROLINA B/S(NON-P&E)	175,680	98.2	99.6	172,015	97.9	95.4
SO. CAROLINA B/S(P&E)	0	0.0	0.0	0	0.0	0
TENNESSEE-EQUICOR, INC.	349,399	98.6	99.5	324,705	92.9	99.8

Table 8: CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR ASSIGNED PHYSICIAN CLAIMS FOR AUGUST, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED		
	NUMBER	60 DAYS IN PERCENT	90 DAYS IN PERCENT	NUMBER	OF TOTAL	IN 30 DAYS PERCENT
CHICAGO REGION	2,508,603	99.5	99.9	2,425,772	96.7	96.7
ILLINOIS B/S (HCSC)	429,145	99.9	100.0	427,155	99.5	98.4
INDIANA B/S	246,217	99.6	99.9	236,486	96.0	99.8
MICHIGAN B/S	791,919	99.7	100.0	756,330	95.5	99.8
MINNESOTA B/S	64,238	99.9	100.0	61,284	95.4	99.9
MINNESOTA-TRAVELERS	88,909	99.4	99.9	86,422	97.2	98.7
OHIO-NATIONWIDE	614,766	98.7	99.5	593,365	96.5	89.9
WISCONSIN B/S	273,409	99.6	99.9	264,730	96.8	96.5
DALLAS REGION	1,414,800	99.7	100.0	1,338,441	94.6	99.7
ARKANSAS B/S	217,163	99.7	99.9	206,454	95.1	99.9
LA.-ARK. B/S	252,247	99.4	99.9	236,157	93.6	99.6
NEW MEXICO-AETNA	51,603	99.2	99.8	39,950	77.4	99.5
OKLAHOMA-AETNA	125,025	99.7	99.9	112,660	90.1	99.6
TEXAS B/S	768,762	99.8	100.0	743,220	96.7	99.8
KANSAS CITY REGION	760,105	97.6	99.3	705,752	92.8	98.9
IOWA B/S	260,706	99.6	99.9	251,819	96.6	99.4
IOWA	171,394	99.7	100.0	166,074	96.9	99.5
NEBRASKA	89,312	99.5	99.9	85,745	96.0	99.3
KANSAS B/S	143,072	99.5	100.0	138,871	97.1	99.1
MISSOURI B/S	117,878	98.6	99.5	109,473	92.9	99.0
MISSOURI-GENERAL AMERICAN	238,449	93.7	98.1	205,589	86.2	98.1
DENVER REGION	281,922	98.3	99.2	255,010	90.5	98.9
COLORADO B/S	121,668	97.8	99.0	112,798	92.7	98.2
MONTANA B/S	33,560	97.1	98.5	27,926	83.2	99.4
NORTH DAKOTA B/S	52,933	99.8	100.0	50,818	96.0	99.1
NORTH DAKOTA	30,525	99.8	100.0	29,334	96.1	98.9
SOUTH DAKOTA	22,408	99.8	100.0	21,484	95.9	99.4
UTAH B/S	62,655	98.9	99.2	54,349	86.7	99.8
WYOMING-EQUICOR, INC.	11,106	97.7	99.3	9,119	82.1	99.8
SAN FRANCISCO REGION	2,155,825	99.3	99.8	1,987,018	92.2	98.7
ARIZONA-NEVADA-AETNA	212,775	99.5	99.8	164,213	77.2	98.6
ARIZONA	154,170	99.6	99.9	114,972	74.6	99.6
NEVADA	58,605	99.1	99.7	49,241	84.0	96.3
CALIFORNIA B/S	1,010,849	99.1	99.9	932,077	92.2	98.8
CAL.-OCCIDENTAL (NON-P&E)	879,190	99.4	99.7	848,829	96.5	98.7
CAL.-OCCIDENTAL (P & E)	0	0.0	0.0	0	0.0	0
HAWAII-AETNA	53,011	99.1	99.9	41,899	79.0	98.3

Table 8: CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR ASSIGNED PHYSICIAN CLAIMS FOR AUGUST, 1987
ALL CLAIMS PROCESSED
CLEAN CLAIMS PROCESSED

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED		
	NUMBER	60 DAYS	PERCENT IN	NUMBER	OF TOTAL	IN 30 DAYS
SEATTLE REGION	392,912	99.2		343,091	87.3	98.8
ALASKA-OREGON-AETNA	113,828	99.8		99,589	87.5	99.0
ALASKA	6,718	99.7		5,478	81.5	99.8
OREGON	107,110	99.8		94,111	87.9	99.0
IDAHO-EQUICOR, INC.	33,703	99.0		30,634	90.9	99.2
WASHINGTON B/S	245,381	99.0		212,868	86.7	98.7
CLALLAM	4,254	99.9		3,960	93.1	100.0
COWLITZ	5,093	97.6		4,287	84.2	98.5
GRAYS HARBOR	6,207	99.3		5,184	83.5	99.1
KING	91,322	99.2		78,443	85.9	96.7
KITSAP	8,516	98.3		6,430	75.5	99.9
PIERCE	36,978	98.8		33,204	89.8	99.9
SKAGIT	4,876	98.5		4,405	90.3	99.9
SNOHOMISH	14,573	97.3		11,621	79.7	99.9
SPOKANE	64,229	99.3		57,117	88.9	99.9
WALLA WALLA	3,492	99.3		3,045	87.2	99.8
WHATCOM	5,841	99.4		5,172	88.5	99.9
RRB-TRAVELERS	410,208	99.8		398,218	97.1	97.7
AETNA	556,242	99.5		458,311	82.4	99.0
EQUICOR, INC.	394,208	98.6		364,458	92.5	99.7
NATIONWIDE	743,961	98.4		715,472	96.2	89.9
PRUDENTIAL	1,053,959	99.3		953,317	90.5	97.7
TRAVELERS (RRB EXCLUDED)	792,470	99.0		762,186	96.2	95.7

Table 9: CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR ASSIGNED DME CLAIMS FOR AUGUST, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED		
	NUMBER	60 DAYS	90 DAYS	NUMBER	OF TOTAL	IN 30 DAYS
		PERCENT	PERCENT			
TOTAL	1,220,844	97.8	99.4	1,078,539	88.3	97.6
BOSTON REGION	54,552	93.6	97.9	45,560	83.5	90.9
CONNECTICUT-TRAVELERS	13,161	94.9	99.3	10,848	82.4	86.1
MASSACHUSETTS B/S	28,465	94.0	98.0	24,687	86.7	90.7
MAINE	10,182	89.9	95.2	7,588	74.5	97.3
NEW HAMPSHIRE	5,076	88.1	93.9	3,859	76.0	97.8
VERMONT	3,236	90.5	96.3	2,325	71.8	96.3
RHODE ISLAND B/S	1,870	93.5	97.0	1,404	75.1	97.3
	2,744	97.8	99.4	2,437	88.8	94.3
NEW YORK REGION	158,895	98.2	99.6	147,080	92.6	99.1
NEW JERSEY-PRUDENTIAL	31,328	99.2	99.5	30,111	96.1	98.5
N.Y.-BINGHAMTON B/S	30,303	97.0	99.5	26,947	88.9	98.6
N.Y.-NEW YORK B/S	62,239	98.6	99.7	58,432	93.9	99.5
NEW YORK-GROUP HEALTH	10,825	99.3	99.9	10,009	92.5	98.9
PUERTO RICO B/S	24,200	97.0	99.6	21,581	89.2	99.6
PUERTO RICO	24,200	97.0	99.6	21,581	89.2	99.6
VIRGIN ISLANDS	0	0.0	0.0	0	0.0	0
PHILADELPHIA REGION	195,452	97.0	98.8	169,009	86.5	96.6
MARYLAND B/S	16,839	94.5	97.7	14,405	85.5	89.0
PENNSYLVANIA B/S	153,363	97.3	98.8	131,803	85.9	97.4
DELAWARE	5,515	96.0	98.4	4,278	77.6	97.4
DISTRICT OF COLUMBIA	9,130	93.7	97.2	7,655	83.8	96.8
PENNSYLVANIA	138,718	97.6	98.9	119,870	86.4	97.5
PENNSYLVANIA-LAB.	0	0.0	0.0	0	0.0	0
VIRGINIA-TRAVELERS	17,891	98.9	99.9	16,430	91.8	98.1
WEST VIRGINIA-NATIONWIDE	7,359	93.3	97.9	6,371	86.6	93.9
ATLANTA REGION	198,810	97.7	99.6	177,059	89.1	98.0
ALABAMA B/S	14,093	99.6	100.0	10,664	75.7	99.2
FLORIDA B/S	93,876	96.7	99.5	82,593	88.0	97.5
GEORGIA-PRUDENTIAL	20,762	99.7	100.0	19,963	96.2	99.2
KENTUCKY B/S	16,420	96.0	99.3	13,911	84.7	97.1
MISSISSIPPI-TRAVELERS	7,332	98.2	99.9	6,304	86.0	97.5
NORTH CAROLINA-PRUDENTIAL	13,935	99.8	100.0	12,646	90.7	99.5
SO. CAROLINA B/S(NON-P&E)	10,270	97.4	99.6	9,576	93.2	95.0
SO. CAROLINA B/S(P&E)	0	0.0	0.0	0	0.0	0
TENNESSEE-EQUICOR, INC.	22,122	99.1	99.7	21,402	96.7	99.6

Table 9: CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR ASSIGNED DME CLAIMS FOR AUGUST, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED		
	NUMBER	60 DAYS	IN PERCENT	NUMBER	OF TOTAL	IN 30 DAYS
CHICAGO REGION	201,819	98.6	99.7	184,975	91.7	97.6
ILLINOIS B/S (HCSC)	40,820	99.9	100.0	40,373	98.9	98.6
INDIANA B/S	23,691	97.9	99.9	21,229	89.6	99.6
MICHIGAN B/S	48,867	99.7	99.9	41,965	85.9	99.7
MINNESOTA B/S	2,520	99.9	100.0	2,263	89.8	100.0
MINNESOTA-TRAVELERS	9,493	98.8	99.8	8,928	94.0	98.7
OHIO-NATIONWIDE	56,868	96.8	99.3	51,516	90.6	94.3
WISCONSIN B/S	19,560	99.3	99.8	18,701	95.6	96.8
DALLAS REGION	104,155	98.9	99.9	86,352	82.9	99.4
ARKANSAS B/S	15,016	98.8	99.9	13,714	91.3	99.6
LA.-ARK. B/S	7,829	96.1	99.7	6,551	83.7	99.1
NEW MEXICO-AETNA	8,088	97.6	99.7	5,091	62.9	99.1
OKLAHOMA-AETNA	9,085	98.9	100.0	7,245	79.7	99.5
TEXAS B/S	64,137	99.4	99.9	53,751	83.8	99.4
KANSAS CITY REGION	53,737	95.1	98.2	46,692	86.9	95.0
IOWA B/S	20,013	97.5	99.3	17,436	87.1	98.3
IOWA	14,370	97.4	99.3	12,397	86.3	98.2
NEBRASKA	5,643	97.7	99.3	5,039	89.3	98.6
KANSAS B/S	3,873	99.6	100.0	3,624	93.6	98.8
MISSOURI B/S	8,888	98.9	99.7	7,872	88.6	99.3
MISSOURI-GENERAL AMERICAN	20,963	90.5	96.1	17,760	84.7	89.2
DENVER REGION	32,367	97.9	99.2	28,790	88.9	98.2
COLORADO B/S	17,091	97.2	99.0	15,637	91.5	97.3
MONTANA B/S	3,517	97.3	98.8	2,829	80.4	99.5
NORTH DAKOTA B/S	2,552	99.8	100.0	2,276	89.2	99.3
NORTH DAKOTA	648	99.5	100.0	573	88.4	98.8
SOUTH DAKOTA	1,904	99.9	100.0	1,703	89.4	99.5
UTAH B/S	7,506	98.7	99.3	6,587	87.8	99.1
WYOMING-EQUICOR, INC.	1,701	99.4	99.8	1,461	85.9	99.9
SAN FRANCISCO REGION	154,959	98.7	99.6	138,937	89.7	98.3
ARIZONA-NEVADA-AETNA	16,951	99.6	99.9	12,882	76.0	99.3
ARIZONA	12,434	99.6	100.0	9,420	75.8	99.3
NEVADA	4,517	99.5	99.8	3,462	76.6	99.2
CALIFORNIA B/S	79,230	98.7	99.6	72,270	91.2	98.4
CAL.-OCCIDENTAL (NON-P&E)	57,341	98.4	99.5	52,729	92.0	98.0
CAL.-OCCIDENTAL (P & E)	0	0.0	0.0	0	0.0	0
HAWAII-AETNA	1,437	98.5	99.9	1,056	73.5	99.1

Table 9: CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR ASSIGNED DME CLAIMS FOR AUGUST, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED		
	NUMBER	PERCENT		NUMBER	PERCENT	
		60 DAYS	90 DAYS		OF TOTAL	IN 30 DAYS
SEATTLE REGION	33,809	98.4	99.7	23,212	68.7	98.4
ALASKA-OREGON-AETNA	7,130	99.8	99.9	5,496	77.1	98.2
ALASKA	103	98.1	100.0	69	67.0	97.1
OREGON	7,027	99.8	99.9	5,427	77.2	98.2
IDAHO-EQUICOR, INC.	3,023	99.5	99.9	2,845	94.1	99.8
WASHINGTON B/S	23,656	97.8	99.6	14,871	62.9	98.2
CLALLAM	290	100.0	100.0	227	78.3	100.0
COWLITZ	70	100.0	100.0	66	94.3	100.0
GRAYS HARBOR	309	100.0	100.0	181	58.6	95.6
KING	10,821	98.0	99.9	6,108	56.4	96.0
KITSAP	710	94.5	99.9	435	61.3	98.4
PIERCE	3,499	99.3	99.7	2,838	81.1	99.9
SKAGIT	287	98.6	100.0	226	78.7	100.0
SNOHOMISH	1,093	90.9	96.1	367	33.6	99.7
SPOKANE	5,798	98.1	99.7	3,789	65.4	99.8
WALLA WALLA	245	95.9	98.8	162	66.1	100.0
WHATCOM	534	99.4	99.6	472	88.4	99.8
RRB-TRAVELERS	32,289	98.9	100.0	30,873	95.6	96.5
AETNA	42,691	99.1	99.9	31,770	74.4	99.1
EQUICOR, INC.	26,846	99.2	99.7	25,708	95.8	99.6
NATIONWIDE	64,227	96.4	99.1	57,887	90.1	94.2
PRUDENTIAL	66,025	99.5	99.8	62,720	95.0	98.9
TRAVELERS (RRB EXCLUDED)	47,877	97.7	99.7	42,510	88.8	95.1

Table 10: CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR ASSIGNED LAB CLAIMS FOR AUGUST, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED		
	NUMBER	60 DAYS	PERCENT IN	NUMBER	OF TOTAL	PERCENT IN 30 DAYS
TOTAL	2,802,568	99.0	99.8	2,532,117	90.3	99.1
BOSTON REGION	190,096	98.1	99.2	179,919	94.6	96.7
CONNECTICUT-TRAVELERS	67,174	98.7	99.4	64,801	96.5	95.6
MASSACHUSETTS B/S	93,685	97.7	99.2	87,911	93.8	97.2
TRI-STATE	8,403	96.0	98.3	7,630	90.8	96.6
MAINE	3,484	95.4	98.0	3,041	87.3	95.5
NEW HAMPSHIRE	4,691	96.4	98.4	4,377	93.3	97.3
VERMONT	228	96.9	98.2	212	93.0	98.1
RHODE ISLAND B/S	20,834	99.1	99.4	19,577	94.0	98.2
NEW YORK REGION	404,866	98.7	99.8	382,698	94.5	98.7
NEW JERSEY-PRUDENTIAL	170,788	98.1	99.7	159,793	93.6	97.2
N.Y.-BINGHAMTON B/S	47,092	99.4	99.7	44,952	95.5	99.9
N.Y.-NEW YORK B/S	157,324	99.3	100.0	150,722	95.8	99.8
NEW YORK-GROUP HEALTH	14,563	99.9	99.9	13,401	92.0	98.1
PUERTO RICO B/S	15,099	95.7	98.9	13,830	91.6	99.7
PUERTO RICO	15,099	95.7	98.9	13,830	91.6	99.7
VIRGIN ISLANDS	0	0.0	0.0	0	0.0	0
PHILADELPHIA REGION	314,222	98.5	99.6	249,259	79.3	99.1
MARYLAND B/S	27,947	97.7	99.4	25,339	90.7	97.1
PENNSYLVANIA B/S	275,954	98.6	99.7	213,966	77.5	99.4
DELAWARE	9,893	98.3	99.6	7,579	76.6	99.8
DISTRICT OF COLUMBIA	58,802	98.3	99.6	45,814	77.9	99.7
PENNSYLVANIA	127,671	98.6	99.7	109,447	85.7	99.0
PENNSYLVANIA-LAB.	79,588	99.0	99.6	51,126	64.2	100.0
VIRGINIA-TRAVELERS	5,861	99.4	99.8	5,697	97.2	97.5
WEST VIRGINIA-NATIONWIDE	4,460	98.1	99.2	4,257	95.4	96.1
ATLANTA REGION	649,519	99.3	99.9	579,199	89.2	99.7
ALABAMA B/S	25,679	99.9	100.0	24,298	94.6	99.9
FLORIDA B/S	181,055	98.8	99.9	170,037	93.9	99.8
GEORGIA-PRUDENTIAL	72,774	99.6	100.0	68,386	94.0	99.4
KENTUCKY B/S	41,376	98.0	99.5	30,117	72.8	99.5
MISSISSIPPI-TRAVELERS	18,365	99.8	100.0	17,977	97.9	99.5
NORTH CAROLINA-PRUDENTIAL	239,591	99.9	100.0	214,221	89.4	99.6
SO. CAROLINA B/S(NON-P&E)	3,070	98.9	99.4	3,027	98.6	97.3
SO. CAROLINA B/S(P&E)	0	0.0	0.0	0	0.0	0
TENNESSEE-EQUICOR, INC.	67,609	98.3	99.6	51,136	75.6	99.8

Table 10: CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR ASSIGNED LAB CLAIMS FOR AUGUST, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	60 DAYS	90 DAYS	IN PERCENT	NUMBER	OF TOTAL	IN 30 DAYS	PERCENT
CHICAGO REGION	304,504	99.7	99.9		294,472	96.7	99.0	
ILLINOIS B/S (HCSC)	69,574	99.9	100.0		68,527	98.5	98.9	
INDIANA B/S	25,451	99.5	99.9		24,235	95.2	100.0	
MICHIGAN B/S	107,682	99.8	100.0		103,668	96.3	99.8	
MINNESOTA B/S	6,845	99.9	100.0		6,104	89.2	100.0	
MINNESOTA-TRAVELERS	9,041	99.7	100.0		8,762	96.9	99.6	
OHIO-NATIONWIDE	65,373	99.0	99.8		62,810	96.1	97.2	
WISCONSIN B/S	20,538	99.7	99.9		20,366	99.2	98.5	
DALLAS REGION	220,448	98.3	100.0		189,015	85.7	99.9	
ARKANSAS B/S	15,037	99.6	99.9		13,514	89.9	100.0	
LA.-ARK. B/S	24,948	99.2	99.9		21,801	87.4	99.9	
NEW MEXICO-AETNA	7,534	99.1	99.9		6,162	81.8	99.8	
OKLAHOMA-AETNA	20,048	99.5	100.0		17,373	86.7	99.7	
TEXAS B/S	152,881	97.8	100.0		130,165	85.1	99.9	
KANSAS CITY REGION	81,924	98.0	99.6		74,676	91.2	99.0	
IOWA B/S	21,164	99.6	99.9		20,190	95.4	99.9	
IOWA	17,339	99.6	99.9		16,576	95.6	99.9	
NEBRASKA	3,825	99.2	99.9		3,614	94.5	99.9	
KANSAS B/S	9,785	99.3	100.0		9,239	94.4	98.0	
MISSOURI B/S	15,572	99.1	99.7		14,038	90.1	99.6	
MISSOURI-GENERAL AMERICAN	35,403	96.2	99.2		31,209	88.2	98.5	
DENVER REGION	42,839	98.6	99.4		39,022	91.1	99.4	
COLORADO B/S	16,779	97.5	98.8		15,251	90.9	99.0	
MONTANA B/S	3,116	98.6	99.5		2,772	89.0	99.9	
NORTH DAKOTA B/S	14,373	99.6	100.0		13,818	96.1	99.4	
NORTH DAKOTA	6,900	99.8	100.0		6,717	97.3	99.3	
SOUTH DAKOTA	7,473	99.4	100.0		7,101	95.0	99.5	
UTAH B/S	6,947	99.3	99.5		5,852	84.2	100.0	
WYOMING-EQUICOR, INC.	1,624	98.9	99.9		1,329	81.8	99.9	
SAN FRANCISCO REGION	415,732	99.5	99.9		387,506	93.2	99.4	
ARIZONA-NEVADA-AETNA	43,499	99.2	99.7		36,062	82.9	98.9	
ARIZONA	35,410	99.4	99.8		29,329	82.8	99.1	
NEVADA	8,089	98.5	99.3		6,733	83.2	97.9	
CALIFORNIA B/S	182,632	99.3	99.9		170,157	93.2	99.4	
CAL.-OCCIDENTAL (NON-P&E)	181,030	99.8	99.9		174,702	96.5	99.5	
CAL.-OCCIDENTAL (P & E)	0	0.0	0.0		0	0.0	0	
HAWAII-AETNA	8,571	99.1	99.8		6,585	76.8	99.7	

Table 10: CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR ASSIGNED LAB CLAIMS FOR AUGUST, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED		
	NUMBER	60 DAYS	PERCENT IN	NUMBER	OF TOTAL	PERCENT IN 30 DAYS
SEATTLE REGION	94,163	98.6	99.9	74,306	78.9	99.7
ALASKA-OREGON-AETNA	23,215	99.8	100.0	20,244	87.2	99.4
ALASKA	551	99.6	100.0	444	80.6	99.3
OREGON	22,664	99.8	100.0	19,800	87.4	99.4
IDAHO-EQUICOR, INC.	4,944	98.7	99.5	4,207	85.1	99.2
WASHINGTON B/S	66,004	98.1	99.9	49,855	75.5	99.9
CLALLAM	377	100.0	100.0	286	75.9	100.0
COWLITZ	1,262	94.9	99.6	920	72.9	100.0
GRAYS HARBOR	0	0.0	0.0	0	0.0	0
KING	43,925	98.7	99.9	33,698	76.7	99.8
KITSAP	1,480	98.9	99.8	1,092	73.8	99.9
PIERCE	2,682	98.5	100.0	2,356	87.8	100.0
SKAGIT	1,922	98.0	100.0	1,481	77.1	99.3
SNOHOMISH	0	0.0	0.0	0	0.0	0
SPOKANE	11,918	95.7	99.9	7,949	66.7	100.0
WALLA WALLA	338	100.0	100.0	279	82.5	100.0
WHATCOM	2,100	99.5	99.9	1,794	85.4	99.9
RRB-TRAVELERS	84,255	99.9	100.0	82,045	97.4	99.6
AETNA	102,867	99.4	99.8	86,426	84.0	99.3
EQUICOR, INC.	74,177	98.4	99.6	56,672	76.4	99.7
NATIONWIDE	69,833	99.0	99.8	67,067	96.0	97.2
PRUDENTIAL	483,153	99.2	99.9	442,400	91.6	98.7
TRAVELERS (RRB EXCLUDED)	100,441	99.0	99.6	97,237	96.8	96.8

Table 11: CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR ASSIGNED AMBULANCE CLAIMS FOR AUGUST, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED		
	NUMBER	60 DAYS	90 DAYS	NUMBER	OF TOTAL	IN 30 DAYS
		PERCENT	PERCENT			
TOTAL	378,559	98.3	99.5	338,203	89.3	98.5
BOSTON REGION	29,715	96.6	98.7	26,741	90.0	94.0
CONNECTICUT-TRAVELERS	6,688	96.8	99.1	6,093	91.1	77.5
MASSACHUSETTS B/S	18,887	96.4	98.5	16,959	89.8	99.3
MAINE	3,007	96.0	98.3	2,613	86.9	97.6
NEW HAMPSHIRE	1,842	96.8	98.7	1,625	88.2	97.0
VERMONT	790	95.3	97.7	660	83.5	98.3
RHODE ISLAND B/S	375	93.9	97.9	328	87.5	98.5
	1,133	99.4	99.9	1,076	95.0	96.1
NEW YORK REGION	34,661	98.7	99.7	32,352	93.3	99.3
NEW JERSEY-PRUDENTIAL	7,307	98.7	100.0	6,905	94.5	97.9
N.Y.-BINGHAMTON B/S	6,149	98.4	99.7	5,547	90.2	99.8
N.Y.-NEW YORK B/S	20,344	98.9	99.7	19,148	94.1	99.7
NEW YORK-GROUP HEALTH	577	99.1	99.7	523	90.6	98.9
PUERTO RICO B/S	284	87.3	95.8	229	80.6	96.9
PUERTO RICO	284	87.3	95.8	229	80.6	96.9
VIRGIN ISLANDS	0	0.0	0.0	0	0.0	0
PHILADELPHIA REGION	59,330	97.5	99.3	51,230	86.3	98.4
MARYLAND B/S	6,642	95.9	99.3	4,834	72.8	91.6
PENNSYLVANIA B/S	41,707	97.9	99.6	36,227	86.9	99.5
DELAWARE	926	92.4	97.8	563	60.8	99.5
DISTRICT OF COLUMBIA	1,987	96.7	99.1	1,514	76.2	99.1
PENNSYLVANIA	38,794	98.1	99.6	34,150	88.0	99.5
PENNSYLVANIA-LAB.	0	0.0	0.0	0	0.0	0
VIRGINIA-TRAVELERS	5,826	98.1	99.3	5,449	93.5	97.4
WEST VIRGINIA-NATIONWIDE	5,155	95.2	97.4	4,720	91.6	98.6
ATLANTA REGION	55,829	98.2	99.6	50,026	89.6	99.2
ALABAMA B/S	4,918	99.6	99.9	4,171	84.8	99.3
FLORIDA B/S	16,245	96.9	99.4	14,864	91.5	99.6
GEORGIA-PRUDENTIAL	8,570	98.7	99.9	8,339	97.3	99.5
KENTUCKY B/S	7,635	98.7	99.6	6,104	79.9	99.3
MISSISSIPPI-TRAVELERS	1,231	98.1	99.9	1,139	92.5	99.5
NORTH CAROLINA-PRUDENTIAL	7,836	99.4	99.9	6,784	86.6	99.2
SO. CAROLINA B/S(NON-P&E)	3,225	97.0	98.9	3,064	95.0	95.5
SO. CAROLINA B/S(P&E)	0	0.0	0.0	0	0.0	0
TENNESSEE-EQUICOR, INC.	6,169	97.0	99.4	5,561	90.1	99.8

Table 11: CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR ASSIGNED AMBULANCE CLAIMS FOR AUGUST, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED		
	NUMBER	60 DAYS	PERCENT	NUMBER	OF TOTAL	IN 30 DAYS
CHICAGO REGION	70,851	98.5	99.6	66,240	93.5	98.2
ILLINOIS B/S (HCSC)	14,110	100.0	100.0	14,072	99.7	97.3
INDIANA B/S	9,501	95.4	99.8	7,515	79.1	99.9
MICHIGAN B/S	16,971	99.4	99.5	16,008	94.3	99.3
MINNESOTA B/S	579	99.3	100.0	435	75.1	100.0
MINNESOTA-TRAVELERS	1,255	99.2	99.8	1,205	96.0	99.6
OHIO-NATIONWIDE	23,341	97.9	99.4	22,137	94.8	97.2
WISCONSIN B/S	5,094	99.0	99.7	4,868	95.6	98.4
DALLAS REGION	37,620	98.9	99.8	32,358	86.0	99.5
ARKANSAS B/S	2,966	99.2	99.8	2,366	79.8	99.9
LA.-ARK. B/S	7,875	97.0	99.9	6,969	88.5	99.7
NEW MEXICO-AETNA	1,099	98.6	99.5	683	62.1	99.1
OKLAHOMA-AETNA	5,101	99.3	99.9	2,920	57.2	99.6
TEXAS B/S	20,579	99.5	99.8	19,420	94.4	99.4
KANSAS CITY REGION	11,594	98.2	99.3	10,589	91.3	98.8
IOWA B/S	2,724	99.3	99.9	2,518	92.4	99.3
IOWA	1,657	99.3	100.0	1,549	93.5	99.5
NEBRASKA	1,067	99.3	99.8	969	90.8	99.0
KANSAS B/S	2,570	99.4	100.0	2,459	95.7	98.9
MISSOURI B/S	1,816	98.7	99.4	1,683	92.7	99.9
MISSOURI-GENERAL AMERICAN	4,484	96.7	98.5	3,929	87.6	97.8
DENVER REGION	5,098	98.0	99.2	4,235	83.1	99.6
COLORADO B/S	2,902	98.5	99.3	2,404	82.8	99.4
MONTANA B/S	542	93.9	98.2	411	75.8	100.0
NORTH DAKOTA B/S	850	99.4	99.9	767	90.2	99.9
NORTH DAKOTA	426	99.8	99.8	391	91.8	99.7
SOUTH DAKOTA	424	99.1	100.0	376	88.7	100.0
UTAH B/S	676	97.9	98.5	560	82.8	99.8
WYOMING-EQUICOR, INC.	128	96.1	99.2	93	72.7	100.0
SAN FRANCISCO REGION	55,591	99.0	99.7	48,014	86.4	98.9
ARIZONA-NEVADA-AETNA	5,089	98.4	99.5	3,201	62.9	97.7
ARIZONA	3,595	98.7	99.6	2,270	63.1	98.3
NEVADA	1,494	97.7	99.2	931	62.3	96.3
CALIFORNIA B/S	27,882	98.7	99.7	24,331	87.3	98.8
CAL.-OCCIDENTAL (NON-P&E)	22,343	99.5	99.8	20,332	91.0	99.2
CAL.-OCCIDENTAL (P & E)	0	0.0	0.0	0	0.0	0
HAWAII-AETNA	277	98.9	100.0	150	54.2	99.3

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED		
	NUMBER	60 DAYS	90 DAYS	NUMBER	OF TOTAL	IN 30 DAYS
PERCENT	PERCENT	PERCENT	PERCENT	PERCENT	PERCENT	PERCENT
SEATTLE REGION						
ALASKA-OREGON-AETNA	6,957	98.3	99.6	5,475	78.7	99.8
ALASKA	1,822	99.1	99.9	1,303	71.5	99.9
OREGON	75	98.7	100.0	45	60.0	100.0
IDAHO-EQUICOR, INC.	1,747	99.1	99.9	1,258	72.0	99.9
WASHINGTON B/S	562	99.1	99.8	502	89.3	100.0
CLALLAM	4,573	97.8	99.4	3,670	80.3	99.7
COWLITZ	88	100.0	100.0	87	98.9	100.0
GRAYS HARBOR	139	89.9	99.3	92	66.2	98.9
KING	158	94.3	100.0	113	71.5	99.1
KITSAP	1,934	98.4	99.6	1,536	79.4	99.5
PIERCE	209	95.7	99.0	143	68.4	100.0
SKAGIT	500	98.8	99.2	421	84.2	99.8
SNOHOMISH	1	100.0	100.0	1	100.0	100.0
SPOKANE	187	96.8	98.9	137	73.3	100.0
WALLA WALLA	1,251	98.3	99.3	1,068	85.4	100.0
WHATCOM	42	100.0	100.0	31	73.8	100.0
	64	93.8	96.9	41	64.1	100.0
RRB-TRAVELERS	11,313	99.7	100.0	10,943	96.7	99.0
AETNA	13,388	98.9	99.7	8,257	61.7	98.9
EQUICOR, INC.	6,859	97.2	99.5	6,156	89.8	99.9
NATIONWIDE	28,496	97.4	99.0	26,857	94.2	97.5
PRUDENTIAL	23,713	99.3	99.9	22,028	92.9	98.9
TRAVELERS (RRB EXCLUDED)	15,000	97.6	99.3	13,886	92.6	89.0

Table 12: CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR ASSIGNED OTHER CLAIMS FOR AUGUST, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED		
	NUMBER	60 DAYS	90 DAYS	NUMBER	OF TOTAL	IN 30 DAYS
		PERCENT	PERCENT			
TOTAL	194,173	98.3	99.4	172,835	89.0	98.0
BOSTON REGION	9,124	95.5	97.5	8,016	87.9	90.3
CONNECTICUT-TRAVELERS	1,963	96.1	98.2	1,826	93.0	76.0
MASSACHUSETTS B/S	4,439	93.7	96.1	3,705	83.5	95.0
MASSACHUSETTS	657	94.2	97.3	595	90.6	91.8
TRI-STATE	333	94.3	97.3	307	92.2	94.1
MAINE	270	95.6	97.0	244	90.4	91.4
NEW HAMPSHIRE	54	87.0	98.1	44	81.5	77.3
VERMONT	2,065	99.2	99.7	1,890	91.5	94.4
RHODE ISLAND B/S	23,436	97.4	98.4	20,306	86.6	98.7
NEW YORK REGION	2,785	99.5	99.8	2,624	94.2	96.5
NEW JERSEY-PRUDENTIAL	3,262	99.1	99.6	3,134	96.1	99.8
N.Y.-BINGHAMTON B/S	13,702	96.0	97.5	11,189	81.7	98.7
N.Y.-NEW YORK B/S	533	100.0	100.0	505	94.7	99.8
NEW YORK-GROUP HEALTH	3,154	99.2	99.4	2,854	90.5	99.8
PUERTO RICO B/S	3,154	99.2	99.4	2,854	90.5	99.8
PUERTO RICO	0	0.0	0.0	0	0.0	0
VIRGIN ISLANDS	17,360	97.3	99.1	14,393	82.9	95.9
PHILADELPHIA REGION	6,770	95.5	98.5	5,595	82.6	93.5
MARYLAND B/S	8,900	98.4	99.6	7,203	80.9	97.5
PENNSYLVANIA B/S	312	96.8	100.0	255	81.7	100.0
DELAWARE	1,593	97.7	99.1	1,027	64.5	98.4
DISTRICT OF COLUMBIA	6,995	98.6	99.6	5,921	84.6	97.2
PENNSYLVANIA	0	0.0	0.0	0	0.0	0
PENNSYLVANIA-LAB.	1,430	99.3	99.7	1,354	94.7	98.1
VIRGINIA-TRAVELERS	260	98.1	99.6	241	92.7	92.9
WEST VIRGINIA-NATIONWIDE	54,733	98.1	99.7	51,125	93.4	99.5
ATLANTA REGION	485	99.2	99.8	458	94.4	98.9
ALABAMA B/S	8,222	95.9	99.3	6,858	83.4	99.6
FLORIDA B/S	811	99.0	99.6	760	93.7	98.6
GEORGIA-PRUDENTIAL	334	97.0	99.7	238	71.3	99.6
KENTUCKY B/S	157	98.7	100.0	152	96.8	93.4
MISSISSIPPI-TRAVELERS	1,063	99.4	99.9	850	80.0	99.8
NORTH CAROLINA-PRUDENTIAL	533	97.6	100.0	509	95.5	95.7
SO. CAROLINA B/S(NON-P&E)	40,949	98.5	99.8	39,227	95.8	99.6
SO. CAROLINA B/S(P&E)	2,179	98.8	99.7	2,073	95.1	99.5
TENNESSEE-EQUICOR, INC.						

Table 12: CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR ASSIGNED OTHER CLAIMS FOR AUGUST, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED		
	NUMBER	PERCENT		NUMBER	PERCENT	
		60 DAYS	90 DAYS		OF TOTAL	IN 30 DAYS
CHICAGO REGION	37,083	99.4	99.8	34,571	93.2	97.1
ILLINOIS B/S (HCSC)	1,932	100.0	100.0	1,921	99.4	97.1
INDIANA B/S	1,395	99.0	99.9	1,309	93.8	99.9
MICHIGAN B/S	23,633	99.6	99.9	21,994	93.1	99.2
MINNESOTA B/S	74	100.0	100.0	73	98.6	100.0
MINNESOTA-TRAVELERS	147	98.0	100.0	124	84.4	95.2
OHIO-NATIONWIDE	5,162	98.7	99.6	4,934	95.6	95.3
WISCONSIN B/S	4,740	98.7	99.7	4,216	88.9	87.2
DALLAS REGION	11,376	99.5	99.9	10,552	92.8	99.8
ARKANSAS B/S	365	99.5	99.5	329	90.1	100.0
LA.-ARK. B/S	1,751	98.5	99.9	1,626	92.9	99.4
NEW MEXICO-AETNA	238	100.0	100.0	166	69.7	100.0
OKLAHOMA-AETNA	996	99.3	99.7	885	88.9	99.7
TEXAS B/S	8,026	99.7	99.9	7,546	94.0	99.8
KANSAS CITY REGION	1,775	98.2	99.3	1,658	93.4	97.6
IOWA B/S	1,009	99.3	99.8	969	96.0	98.6
IOWA	660	99.5	99.7	639	96.8	99.5
NEBRASKA	349	98.9	100.0	330	94.6	96.7
KANSAS B/S	280	100.0	100.0	264	94.3	98.9
MISSOURI B/S	210	95.7	96.7	186	88.6	98.4
MISSOURI-GENERAL AMERICAN	276	94.2	98.9	239	86.6	91.6
DENVER REGION	1,451	92.3	98.4	1,119	77.1	98.5
COLORADO B/S	669	86.2	99.4	530	79.2	97.4
MONTANA B/S	57	96.5	98.2	27	47.4	100.0
NORTH DAKOTA B/S	21	100.0	100.0	17	81.0	100.0
NORTH DAKOTA	16	100.0	100.0	12	75.0	100.0
SOUTH DAKOTA	5	100.0	100.0	5	100.0	100.0
UTAH B/S	696	97.4	97.4	537	77.2	99.4
WYOMING-EQUICOR, INC.	8	100.0	100.0	8	100.0	100.0
SAN FRANCISCO REGION	33,482	98.9	99.8	27,882	83.3	98.6
ARIZONA-NEVADA-AETNA	2,629	99.7	100.0	2,004	76.2	98.3
ARIZONA	1,893	99.7	99.9	1,395	73.7	98.6
NEVADA	736	99.6	100.0	609	82.7	97.5
CALIFORNIA B/S	8,687	98.2	99.8	7,333	84.4	98.1
CAL.-OCCIDENTAL (NON-P&E)	5,380	98.7	99.0	5,162	95.9	97.0
CAL.-OCCIDENTAL (P & E)	16,449	99.2	100.0	13,211	80.3	99.5
HAWAII-AETNA	337	97.3	99.4	172	51.0	95.3

Table 12: CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR ASSIGNED OTHER CLAIMS FOR AUGUST, 1987
 ALL CLAIMS PROCESSED PERCENT
 CLEAN CLAIMS PROCESSED PERCENT

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CARRIER	NUMBER	60 DAYS	90 DAYS	NUMBER	OF TOTAL	IN 30 DAYS
SEATTLE REGION	3,357	99.1	99.8	2,354	70.1	98.8
ALASKA-OREGON-AETNA						
ALASKA	761	99.9	100.0	493	64.8	99.6
OREGON	136	99.3	100.0	18	13.2	100.0
IDAHO-EQUICOR, INC.	625	100.0	100.0	475	76.0	99.6
WASHINGTON B/S	75	98.7	100.0	68	90.7	97.1
CLALLAM	2,521	98.8	99.7	1,793	71.1	98.7
COWLITZ	39	100.0	100.0	36	92.3	100.0
GRAYS HARBOR	2	100.0	100.0	2	100.0	100.0
KING	201	99.5	100.0	121	60.2	100.0
KITSAP	648	97.7	99.2	434	67.0	96.8
PIERCE	105	99.0	100.0	83	79.0	100.0
SKAGIT	590	98.5	99.8	416	70.5	99.0
SNOHOMISH	58	100.0	100.0	55	94.8	100.0
SPOKANE	219	99.5	99.5	115	52.5	100.0
WALLA WALLA	541	99.8	99.8	453	83.7	98.7
WHATCOM	10	100.0	100.0	7	70.0	100.0
	108	99.1	100.0	71	65.7	100.0
RRB-TRAVELERS	996	99.3	100.0	859	86.2	92.3
AETNA						
EQUICOR, INC.	4,961	99.5	99.9	3,720	75.0	98.7
NATIONWIDE	2,262	98.8	99.7	2,149	95.0	99.4
PRUDENTIAL	5,422	98.7	99.6	5,175	95.4	95.2
TRAVELERS (RRB EXCLUDED)	4,659	99.4	99.8	4,234	90.9	97.5
	3,697	97.5	98.9	3,456	93.5	86.1

Table 13: CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR UNASSIGNED CLAIMS FOR AUGUST, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	PERCENT		IN		PERCENT		IN	
	NUMBER	60 DAYS	90 DAYS	NUMBER	OF TOTAL	30 DAYS	NUMBER	30 DAYS
TOTAL	7,516,907	98.6	99.6	6,840,617	91.0	97.9		
BOSTON REGION	236,980	95.4	98.1	214,622	90.6	92.2		
CONNECTICUT-TRAVELERS	117,001	96.4	98.6	107,030	91.5	89.2		
MASSACHUSETTS B/S								
MAINE	29,605	91.7	96.7	26,382	89.1	88.4		
TRI-STATE	80,334	95.1	97.7	71,808	89.4	97.1		
NEW HAMPSHIRE	25,076	96.1	98.1	22,875	91.2	97.1		
VERMONT	41,157	94.8	97.5	36,340	88.3	97.2		
RHODE ISLAND B/S	14,101	94.2	97.4	12,593	89.3	96.7		
	10,040	98.7	99.6	9,402	93.6	99.2		
NEW YORK REGION	901,683	98.5	99.5	840,009	93.2	98.1		
NEW JERSEY-PRUDENTIAL	313,508	98.9	99.7	296,734	94.6	96.1		
N.Y.-BINGHAMTON B/S	130,958	98.5	99.7	118,941	90.8	99.3		
N.Y.-NEW YORK B/S	378,592	98.4	99.4	351,259	92.8	99.2		
NEW YORK-GROUP HEALTH	51,959	99.5	99.9	49,757	95.8	98.9		
PUERTO RICO B/S	26,666	92.4	97.8	23,318	87.4	99.4		
PUERTO RICO	26,393	92.4	97.7	23,082	87.5	99.4		
VIRGIN ISLANDS	273	94.5	100.0	236	86.4	97.0		
PHILADELPHIA REGION	475,969	97.6	99.2	427,760	89.9	96.4		
MARYLAND B/S	61,002	95.8	98.5	51,517	84.5	92.8		
PENNSYLVANIA B/S	248,280	97.4	99.1	219,093	88.2	97.7		
DELAWARE	12,863	98.7	99.5	11,493	89.3	99.6		
DISTRICT OF COLUMBIA	53,271	96.8	98.6	43,235	81.2	97.5		
PENNSYLVANIA	182,146	97.5	99.2	164,365	90.2	97.7		
PENNSYLVANIA-LAB.	0	0.0	0.0	0	0.0	0		
VIRGINIA-TRAVELERS	121,455	99.2	99.8	114,808	94.5	97.9		
WEST VIRGINIA-NATIONWIDE	45,232	97.3	99.1	42,342	93.6	89.6		
ATLANTA REGION	1,410,140	98.4	99.6	1,259,082	89.3	98.9		
ALABAMA B/S	71,538	99.5	99.9	67,074	93.8	99.3		
FLORIDA B/S	565,652	97.9	99.6	501,316	88.6	99.4		
GEORGIA-PRUDENTIAL	133,090	98.7	99.7	125,235	94.1	99.1		
KENTUCKY B/S	117,724	98.2	99.5	96,793	82.2	98.3		
MISSISSIPPI-TRAVELERS	58,785	98.8	99.8	56,561	96.2	97.9		
NORTH CAROLINA-PRUDENTIAL	211,318	99.2	99.9	175,019	82.8	99.1		
SO. CAROLINA B/S(NON-P&E)	88,497	97.8	99.5	85,353	96.4	95.3		
SO. CAROLINA B/S(P&E)	708	95.9	100.0	621	87.7	100.0		
TENNESSEE-EQUICOR, INC.	162,828	98.2	99.5	151,110	92.8	99.8		

Table 13: CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR UNASSIGNED CLAIMS FOR AUGUST, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED		
	NUMBER	60 DAYS	90 DAYS	NUMBER	OF TOTAL	IN 30 DAYS
		PERCENT	PERCENT			
CHICAGO REGION	1,381,282	99.0	99.8	1,304,217	94.4	95.4
ILLINOIS B/S (HCSC)	287,231	100.0	100.0	274,123	95.4	98.8
INDIANA B/S	173,167	99.0	99.9	161,104	93.0	99.8
MICHIGAN B/S	145,225	99.8	99.8	137,448	94.6	97.8
MINNESOTA B/S	75,730	99.8	100.0	70,585	93.2	99.9
MINNESOTA-TRAVELERS	59,897	98.5	99.9	57,011	95.2	98.3
OHIO-NATIONWIDE	428,730	98.0	99.5	402,001	93.8	88.8
WISCONSIN B/S	211,302	99.5	99.9	201,945	95.6	96.6
DALLAS REGION	785,328	99.2	99.9	711,889	90.6	99.7
ARKANSAS B/S	68,367	99.3	99.9	64,351	94.1	99.9
LA.-ARK. B/S	119,821	98.0	99.7	107,137	89.4	99.6
NEW MEXICO-AETNA	38,109	99.1	99.8	28,518	74.8	99.3
OKLAHOMA-AETNA	132,228	99.5	100.0	115,081	87.0	99.7
TEXAS B/S	426,803	99.5	99.9	396,802	93.0	99.8
KANSAS CITY REGION	469,083	98.5	99.6	422,002	90.0	98.9
IOWA B/S	202,548	99.1	99.8	190,724	94.2	99.2
IOWA	135,553	99.3	99.9	128,583	94.9	99.4
NEBRASKA	66,995	98.7	99.7	62,141	92.8	98.8
KANSAS B/S	44,118	99.5	100.0	40,050	90.8	99.2
MISSOURI B/S	44,100	98.5	99.6	39,543	89.7	99.2
MISSOURI-GENERAL AMERICAN	178,317	97.5	99.3	151,685	85.1	98.4
DENVER REGION	259,827	98.5	99.4	232,828	89.6	99.1
COLORADO B/S	96,224	97.5	99.0	87,268	90.7	98.2
MONTANA B/S	39,760	98.0	99.1	33,649	84.6	99.4
NORTH DAKOTA B/S	72,275	99.7	100.0	67,049	92.8	99.7
NORTH DAKOTA	34,343	99.7	100.0	32,023	93.2	99.7
SOUTH DAKOTA	37,932	99.7	100.0	35,026	92.3	99.7
UTAH B/S	35,213	99.2	99.6	30,943	87.9	99.9
WYOMING-EQUICOR, INC.	16,355	98.1	99.3	13,919	85.1	99.9
SAN FRANCISCO REGION	961,514	98.6	99.6	851,963	88.6	98.8
ARIZONA-NEVADA-AETNA	144,350	98.8	99.8	99,923	69.2	99.5
ARIZONA	126,945	99.0	99.8	86,886	68.4	99.6
NEVADA	17,405	97.5	99.6	13,037	74.9	99.0
CALIFORNIA B/S	496,759	98.8	99.8	456,978	92.0	98.9
CAL.-OCCIDENTAL (NON-P&E)	296,895	98.3	99.2	277,533	93.5	98.3
CAL.-OCCIDENTAL (P & E)	374	97.9	99.7	273	73.0	98.5
HAWAII-AETNA	23,136	97.8	99.7	17,256	74.6	99.0

Table 13: CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR UNASSIGNED CLAIMS FOR AUGUST, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT		IN	NUMBER	PERCENT		IN
		60 DAYS	90 DAYS			OF TOTAL	30 DAYS	
SEATTLE REGION	420,904	99.4	99.8		371,228	88.2	99.0	
ALASKA-OREGON-AETNA	141,370	99.7	100.0		122,597	86.7	99.3	
ALASKA	3,155	99.8	99.9		2,474	78.4	99.9	
OREGON	138,215	99.7	100.0		120,123	86.9	99.3	
IDAHO-EQUICOR, INC.	56,115	98.9	99.6		52,081	92.8	99.1	
WASHINGTON B/S	223,419	99.2	99.8		196,550	88.0	98.8	
CLALLAM	8,130	100.0	100.0		7,703	94.7	100.0	
COWLITZ	3,019	97.9	99.2		2,657	88.0	99.2	
GRAYS HARBOR	3,650	99.3	99.9		3,004	82.3	99.4	
KING	91,171	99.2	99.8		78,880	86.5	97.4	
KITSAP	10,960	99.2	99.8		9,243	84.3	99.9	
PIERCE	31,633	99.0	99.9		28,127	88.9	99.5	
SKAGIT	10,434	99.9	100.0		9,792	93.8	99.8	
SNOHOMISH	12,424	98.2	99.3		10,319	83.1	99.9	
SPOKANE	41,226	99.5	99.9		37,293	90.5	99.9	
WALLA WALLA	4,531	99.1	99.8		3,909	86.3	99.8	
WHATCOM	6,241	99.3	99.8		5,623	90.1	100.0	
RRB-TRAVELERS	214,197	99.3	100.0		205,017	95.7	98.7	
AETNA	479,193	99.3	99.9		383,375	80.0	99.5	
EQUICOR, INC.	235,298	98.4	99.5		217,110	92.3	99.7	
NATIONWIDE	473,962	97.9	99.4		444,343	93.8	88.9	
PRUDENTIAL	657,916	99.0	99.8		596,988	90.7	97.6	
TRAVELERS (RRB EXCLUDED)	357,138	98.1	99.4		335,410	93.9	95.2	

Table 14: Carrier Interest Data for all Claims for August, 1987

CARRIER	ALL CLAIMS ON WHICH INTEREST WAS PAID			INTEREST PAID	
	NUMBER	PERCENT OF ALL CLAIMS PROCESSED	PERCENT OF CLEAN CLMS PROCESSED	AMOUNT	AVERAGE AMOUNT PER CLAIM ON WHICH INTEREST PAID
TOTAL	363,750	1.3	1.4	\$221,367.94	\$0.61
BOSTON REGION	62,412	3.6	3.9	\$42,921.90	\$0.69
CONNECTICUT-TRAVELERS	30,970	7.3	7.8	\$15,404.80	\$0.50
MASSACHUSETTS B/S	21,545	2.6	2.7	\$21,492.50	\$1.00
TRI-STATE	5,917	2.1	2.3	\$5,497.55	\$0.93
MAINE	2,977	2.4	2.7	\$2,243.04	\$0.75
NEW HAMPSHIRE	1,906	1.9	2.1	\$2,066.13	\$1.08
VERMONT	1,034	1.8	2.0	\$1,188.38	\$1.15
RHODE ISLAND B/S	3,980	2.4	2.6	\$527.05	\$0.13
NEW YORK REGION	33,173	0.9	1.0	\$14,568.38	\$0.44
NEW JERSEY-PRUDENTIAL	24,091	2.5	2.7	\$10,835.50	\$0.45
N.Y.-BINGHAMTON B/S	2,517	0.4	0.4	\$825.59	\$0.33
N.Y.-NEW YORK B/S	5,062	0.3	0.3	\$2,609.46	\$0.52
NEW YORK-GROUP HEALTH	1,436	0.7	0.7	\$206.05	\$0.14
PUERTO RICO B/S	67	0.0 *	0.0 *	\$91.78	\$1.37
PUERTO RICO	63	0.0 *	0.0 *	\$91.26	\$1.45
VIRGIN ISLANDS	4	0.9	1.0	\$0.52	\$0.13
PHILADELPHIA REGION	56,743	1.7	1.9	\$48,695.57	\$0.86
MARYLAND B/S	14,119	3.9	4.5	\$11,642.10	\$0.82
PENNSYLVANIA B/S	23,227	1.0	1.1	\$29,581.00	\$1.27
DELAWARE	370	0.5	0.6	\$434.58	\$1.17
DISTRICT OF COLUMBIA	4,030	1.3	1.7	\$7,502.48	\$1.86
PENNSYLVANIA	18,808	1.0	1.1	\$21,641.70	\$1.15
PENNSYLVANIA-LAB.	19	0.0 *	0.0 *	\$2.24	\$0.12
VIRGINIA-TRAVELERS	5,144	1.1	1.1	\$2,048.25	\$0.40
WEST VIRGINIA-NATIONWIDE	14,253	7.4	7.9	\$5,424.22	\$0.38
ATLANTA REGION	31,059	0.6	0.6	\$21,988.31	\$0.71
ALABAMA B/S	2,431	0.6	0.6	\$2,676.82	\$1.10
FLORIDA B/S	7,907	0.4	0.4	\$3,748.49	\$0.47
GEORGIA-PRUDENTIAL	2,971	0.6	0.6	\$2,149.07	\$0.72
KENTUCKY B/S	1,639	0.4	0.5	\$565.11	\$0.34
MISSISSIPPI-TRAVELERS	3,836	1.6	1.6	\$2,924.83	\$0.76
NORTH CAROLINA-PRUDENTIAL	3,109	0.4	0.4	\$1,590.55	\$0.51
SO. CAROLINA B/S(NON-P&E)	8,278	2.9	3.0	\$7,872.74	\$0.95
SO. CAROLINA B/S(P&E)	105	0.3	0.3	\$120.73	\$1.15
TENNESSEE-EQUICOR, INC.	783	0.1	0.1	\$339.97	\$0.43

* LESS THAN 0.05

Table 14: Carrier Interest Data for all Claims for August, 1987

CARRIER	ALL CLAIMS ON WHICH INTEREST WAS PAID			INTEREST PAID	
	NUMBER	PERCENT OF ALL CLAIMS PROCESSED	PERCENT OF CLEAN CLMS PROCESSED	AMOUNT	AVERAGE AMOUNT PER CLAIM ON WHICH INTEREST PAID
CHICAGO REGION	113,286	2.5	2.6	\$45,672.73	\$0.40
ILLINOIS B/S (HCSC)	8,609	1.0	1.0	\$3,256.76	\$0.38
INDIANA B/S	702	0.1	0.2	\$388.95	\$0.55
MICHIGAN B/S	1,385	0.1	0.1	\$1,214.69	\$0.88
MINNESOTA B/S	37	0.0 *	0.0 *	\$3.88	\$0.10
MINNESOTA-TRAVELERS	1,113	0.7	0.7	\$540.17	\$0.49
OHIO-NATIONWIDE	89,356	7.5	7.9	\$36,833.70	\$0.41
WISCONSIN B/S	12,084	2.3	2.3	\$3,434.58	\$0.28
DALLAS REGION	10,237	0.4	0.4	\$3,030.76	\$0.30
ARKANSAS B/S	2,314	0.7	0.8	\$342.46	\$0.15
LA.-ARK. B/S	4,611	1.1	1.2	\$746.00	\$0.16
NEW MEXICO-AETNA	359	0.3	0.4	\$278.05	\$0.77
OKLAHOMA-AETNA	711	0.2	0.3	\$193.77	\$0.27
TEXAS B/S	2,242	0.2	0.2	\$1,470.48	\$0.66
KANSAS CITY REGION	10,790	0.8	0.9	\$5,001.01	\$0.46
IOWA B/S	2,401	0.5	0.5	\$649.37	\$0.27
IOWA	1,327	0.4	0.4	\$374.32	\$0.28
NEBRASKA	1,074	0.6	0.7	\$275.05	\$0.26
KANSAS B/S	1,647	0.8	0.8	\$729.72	\$0.44
MISSOURI B/S	1,095	0.6	0.6	\$861.73	\$0.79
MISSOURI-GENERAL AMERICAN	5,647	1.2	1.4	\$2,760.19	\$0.49
DENVER REGION	4,202	0.7	0.7	\$7,118.94	\$1.69
COLORADO B/S	3,308	1.3	1.4	\$6,702.79	\$2.03
MONTANA B/S	305	0.4	0.5	\$87.27	\$0.29
NORTH DAKOTA B/S	418	0.3	0.3	\$97.57	\$0.23
NORTH DAKOTA	205	0.3	0.3	\$53.80	\$0.26
SOUTH DAKOTA	213	0.3	0.3	\$43.77	\$0.21
UTAH B/S	150	0.1	0.2	\$227.36	\$1.52
WYOMING-EQUICOR, INC.	21	0.1	0.1	\$3.95	\$0.19
SAN FRANCISCO REGION	30,248	0.8	0.9	\$28,708.78	\$0.95
ARIZONA-NEVADA-AETNA	3,140	0.7	1.0	\$1,464.27	\$0.47
ARIZONA	1,120	0.3	0.5	\$218.32	\$0.19
NEVADA	2,020	2.2	2.7	\$1,245.95	\$0.62
CALIFORNIA B/S	15,006	0.8	0.9	\$7,080.83	\$0.47
CAL.-OCCIDENTAL (NON-P&E)	11,252	0.8	0.8	\$19,721.50	\$1.75
CAL.-OCCIDENTAL (P & E)	53	0.3	0.4	\$72.35	\$1.37
HAWAII-AETNA	797	0.9	1.2	\$369.83	\$0.46

* LESS THAN 0.05

Table 14: Carrier Interest Data for all Claims for August, 1987

CARRIER	ALL CLAIMS ON WHICH INTEREST WAS PAID		INTEREST PAID	
	NUMBER	PERCENT OF ALL CLAIMS PROCESSED	PERCENT OF CLEAN CLAIMS PROCESSED	AVERAGE AMOUNT PER CLAIM ON WHICH INTEREST PAID
SEATTLE REGION	6,894	0.7	0.8	\$2,001.92
ALASKA-OREGON-AETNA				
ALASKA	1,761	0.6	0.7	\$543.71
OREGON	19	0.2	0.2	\$44.43
IDAHO-EQUICOR, INC.	1,742	0.6	0.7	\$499.28
WASHINGTON B/S	462	0.5	0.5	\$144.03
CLALLAM	4,671	0.8	1.0	\$1,314.18
COWLITZ	0	0.0	0.0	\$0.00
GRAYS HARBOR	68	0.7	0.8	\$69.37
KING	62	0.6	0.7	\$3.10
KITSAP	4,222	1.8	2.1	\$1,184.84
PIERCE	23	0.1	0.1	\$10.19
SKAGIT	149	0.2	0.2	\$9.90
SNOHOMISH	25	0.1	0.2	\$10.62
SPOKANE	20	0.1	0.1	\$7.73
WALLA WALLA	88	0.1	0.1	\$8.64
WHATCOM	9	0.1	0.1	\$5.48
	5	0.0 *	0.0 *	\$4.31
RRB-TRAVELERS	4,706	0.6	0.6	\$1,659.64
AETNA				
EQUICOR, INC.	6,768	0.6	0.7	\$2,849.63
NATIONWIDE	1,266	0.2	0.2	\$487.95
PRUDENTIAL	103,609	7.5	7.9	\$42,257.92
TRAVELERS (RRB EXCLUDED)	30,171	1.3	1.4	\$14,575.12
	41,063	3.1	3.3	\$20,918.05

* LESS THAN 0.05

CARRIER WORKLOAD AND PROCESSING TIME REPORT

APPENDIX

Definitions of Terms Used

Claim-- A writing, identifying or permitting the identification of an enrollee, which requests reimbursement for what appears to be medical or other health services furnished by a physician or supplier. There are a number of situations where a claim is split into one or more additional claims-- see instructions contained in Section 3000 of the Medicare Carriers Manual.

Replicate Claims--Claims split for reasons other than those identified in Section 3000 of the Medicare Carriers Manual are defined as replicate claims. Some examples of replicate claims are claims created because of a computer line item limitation, claims created in making partial payments, and claims created for carving out individual specialty types of services. Unless otherwise noted, information shown in this report reflects data for all claims, including replicates, handled by carriers.

Claims Received During Month--The net number of claims received. (Gross claim receipts minus transfers to other carriers.)

Claims Processed During Month

- A. Total--The sum of claims paid, claims applied to the deductible, and claims denied.
- B. Ratio of Processed to Received--(The total number of claims processed divided by the net number of claims received) times 100.
- C. Paid--Includes all claims processed for which some payment was approved and an EOMB prepared.
- D. Applied Toward Deductible--Claims for which no payment was made because the deductible was not met.
- E. Denied--Claims denied in full for any reason.
- F. Number Excluding Replicates--The total number of claims processed minus the number of replicate claims processed. (See above for definition of a replicate claim.)
- G. Total Claims Pending--The total number of claims pending at the end of the month.
- H. Days Work on Hand--Claims pending end of month times the number of budgeted working days for the most recent 12 months divided by the budgeted claims processed for the most recent 12 months.

Assignment Rate--(Assigned HCFA-1500s received divided by the sum of assigned and unassigned 1500s received) times 100.

Electronic Media Claims Received During Month

- A. Number--The total number of electronic media claims (EMC) received (i.e., via magnetic tape or telecommunications device).
- B. Percent of Total Received--(The total number of EMC received divided by net receipts) times 100.
- C. Percent of Assigned HCFA-1500s Received--(Assigned HCFA-1500 EMC receipts divided by total assigned HCFA-1500 receipts) times 100.
- D. Percent of Unassigned HCFA-1500s Received--(Unassigned HCFA-1500 EMC receipts divided by total unassigned HCFA-1500 receipts) times 100.

Replicate Claims (Percent of Total Processed)--(The number of replicate claims processed divided by the total number of claims processed) times 100.

Claims Investigation Rate--(The number of claims investigated divided by the total number of claims processed) times 100.

Number and Percentage Distribution of Pending Claims

- A. Number--The total number of claims pending (received and not processed to completion) at the end of the month less pending claims suspended due to HCFA directives.
- B. Percentage Distribution--Distribution by days elapsed since receipt.

Inquiries Processed

- A. Total Number--The total number of inquiries processed, by type of inquiry (telephone, walk-in, written).
- B. Beneficiary Inquiries--The number of processed inquiries from beneficiaries, by type of inquiry.
- C. Provider Inquiries--The number of processed inquiries from providers, by type of inquiry.
- D. Ratio of Inquiries Processed to 1,000 Claims Received--(The number of each type of inquiry processed divided by the net number of claims received) times 1,000.*

*NOTE: This formula applies respectively to All Inquiries, Beneficiary Inquiries, and Provider Inquiries, and, within each of these categories, to telephone, walk-in, and written inquiries.

Medicaid Crossover Claims

- A. Number Transferred--The total number of Medicaid crossover claims transferred to State Agencies or their fiscal agents.
- B. Number of Electronic Media Claims--The total number of Medicaid crossover claims transferred via electronic media.
- C. Percent of Total Transferred--(The total number of Medicaid crossover claims transferred via electronic media divided by the total number of Medicaid crossover claims transferred) times 100.

Processing and Payment Time (PPC) Data - All Claims Processed

- A. Number--The total number of claims processed to completion during the month. For paid claims, a claim is considered processed when the check is mailed.
- B. Percent Processed in 30 Days-- The total number of claims processed to completion in 30 days or less divided by the total number of claims processed to completion during the month, with the result multiplied by 100.
- C. Percent Processed in 60 Days-- The total number of claims processed to completion in 60 days or less divided by the total number of claims processed to completion during the month, with the result multiplied by 100.
- D. Percent Processed in 90 Days-- The total number of claims processed to completion in 90 days or less divided by the total number of claims processed to completion during the month, with the result multiplied by 100.

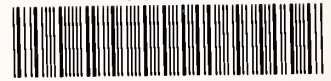
Processing and Payment Time (PPC) Data - Clean Claims Processed

- A. Number-- The number of clean claims processed to completion during the month. For paid claims the claim is considered processed when the check has been mailed.
- B. Percent of Total-- The number of clean claims processed to completion divided by the number of claims processed to completion during the month, with the result multiplied by 100.
- C. Percent in 30 Days-- The number of clean claims processed to completion in 30 days or less divided by the total number of claims processed to completion during the month, with the result multiplied by 100.

Interest Claim Data

- A. Number of Claims-- The number of claims on which interest was paid in the reporting month.
- B. Amount of Interest Paid-- The amount of interest paid on clean claims not paid within 30 days for the reporting month.

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